



Maintenance and Service Guide

Compaq Presario Internet PC 5000 Series Computers

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Expansion Card

1394 Card

Memory Module

Hard Drive

Power Supply Assembly

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RTC Battery
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Assembly



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CD-RW DRIVE

CD or DVD Drive/CD-RW Drive

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CD Drive		
Dimensions	U.S.	Metric
Width	in	cm
Height	in	cm
Depth	in	cm
Weight	lb	kg
Modes Supported		
CD-ROM	Mode 1 and Mode 2	
CD-DA	Audio	
CD-XA	Mode 2, Form 1 and 2	
Photo CD	Multiple Session	
Video-CDI	Multiple Session	
CD-Plus/CD-Extra/CD	Multiple Session	

Enhanced		
CD-RW	Multiple Session	
Block Size		
CD-ROM	2048 bytes	
Mode 1 and Mode 2 Form 1 (XA)		
CD-ROM Mode 2	2336 bytes	
CD-DA	2324 bytes	
CD-XA	2324 bytes	
Center Hole	1.5 mm diameter	
Diameter	120 mm/80mm	
Thickness	1.2mm	
Track Pitch	1.6mm	
Access Time		
Random		
Full Stroke		
Audio Output Level		
Line Out	0.7 Vrms \pm 20%	
Headphone	0.6 Vrms \pm 20%	
Cache Buffer	256 KB	
Data Transfer Rate		
	Mode 1	Mode 2
Sustained	4800 KB/sec	5475 KB/sec
	KB.sec (32x)	KB/sec (32x)
Burst	MB/sec	MB/sec
Startup Time	< 5 sec	

Stop Time	< 5 sec	
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DVD Drive		
Dimensions	U.S.	Metric
Width	in	cm
Height	in	cm
Depth	in	cm
Weight	lb	kg
Modes Supported		
Block Size		
Center Hole		
Diameter		
Thickness		
Track Pitch		
Access Time		
Random		
Full Stroke		
Audio Output Level		
Line Out		
Headphone		
Cache Buffer		
Data Transfer Rate		
Sustained		
Burst		

Startup Time		
Stop Time		

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CD-RW Drive		
Dimensions	U.S.	Metric
Width	in	cm
Height	in	cm
Depth	in	cm
Weight	lb	kg
Modes Supported		
CD-ROM	Mode 1 and Mode 2	
CD-DA	Audio	
CD-XA	Mode 2, Form 1 and 2	
Photo CD	Multiple Session	
Video-CDI	Multiple Session	
CD-Plus/CD-Extra/CD	Multiple Session	
Enhanced		
CD-RW	Multiple Session	
Block Size		
CD-ROM	2048 bytes	
Mode 1 and Mode 2 Form 1 (XA)		
CD-ROM Mode 2	2336 bytes	
CD-DA	2324 bytes	
CD-XA	2324 bytes	
Center Hole	1.5 mm diameter	

Diameter	120 mm/80mm	
Thickness	1.2 mm	
Track Pitch	1.6mm	
Access Time		
Random	< 95 ms	
Full Stroke	< 190 ms	
Audio Output Level		
Line Out	0.7 Vrms \pm 20%	
Headphone	0.6 Vrms \pm 20%	
Cache Buffer	256 KB	
Data Transfer Rate		
	Mode 1	Mode 2
Sustained	4800 KB/sec	5475 KB/sec
	KB/sec (32x)	KB/sec (32x)
Burst	MB/sec	MB/sec
Startup Time	< 5 sec	
Stop Time	< 5 sec	

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Spare Part Description
 CD, CD-RW, and DVD Drive
 CD-ROM Drive 40X Quartz

Spare Part No.

207619-004
 191160-003
 191160-001

CD-ROM 48X Drive

214755-004
 214755-003
 214755-002
 214755-001

	CD-RW Drive 4/4/32X Quartz	191162-001 191162-002 191162-003
	CD-RW Drive 8X4X32 Quartz	190074-002 190074-001 190074-004
	CD-RW Drive Quartz	212408-004
	DVD Drive Quartz	196748-004
	DVD Drive 10X	196748-001
	DVD Drive 16X	196748-004
	DVD Drive 16X/40X Quartz	180593-002 180593-003
	2 Hard Drive 20.0 GB	197799-004
	20.0 GB 5400	197799-001 197799-002
	30.0 GB	210504-001 226549-004
	30.0 GB 5400	168628-001 168628-002 168628-003
	40.0 GB 5400	173342-001 173342-002 173342-003
	40.0 GB	17342-004

60.0 GB

201527-001

201527-002

201527-004

80.0 GB

217689-002

3

Disk Drive

1.44 MB Disk Drive Quartz

191168-001

191168-002

191168-003

207614-004

Note	Provide Compaq with the computer serial number whenever requesting information or ordering spare parts.
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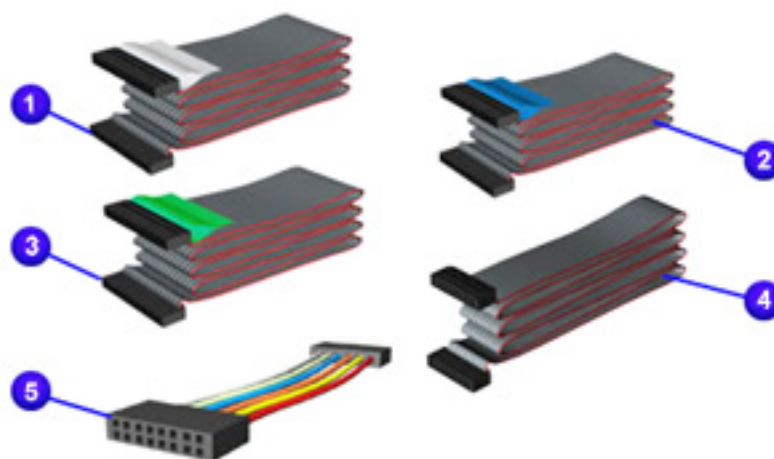
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Cables



1	Spare Part Description CD/DVD Drive Data Cable	Spare Part No.
		209863-001
		209863-002
		209863-003
		207628-004
	CD-ROM Audio Cable	207627-004
2	1.44-MB Disk Drive Data Cable	207629-004
		209864-001
		209864-002
		209864-003

3	Hard Drive Data Cable	207630-004 209865-001 209865-002 209865-003
4	USB Data Cable	207631-004
5	Power Button Cable (Front LED/Switch)	228121-004
	Not Pictured AC Power Cord	142766-001 142766-002 142766-003 207622-004
	CD Audio Cable (18-inch)	174773-001 174773-002 174773-003
	1394 Y-Adaptor Cable	232299-002



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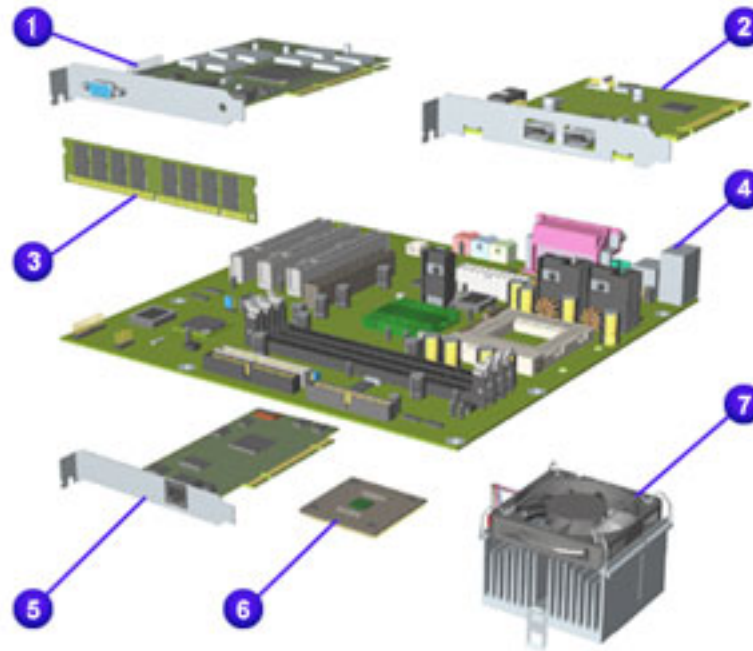
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	Spare Part Description	Spare Part No.
1	Graphics Board	
	Graphics Board 8M	201827-001
		201827-002
		201827-003
		201827-004
	Graphics Board 32 MB	216380-001
	Graphics Board M64/16MB - TVOUT	182758-001
		182758-002
	Graphics Board M64/32MB - TVOUT	192068-001
		192068-002
	Graphics Board M64/16MB - NO/TV	182757-001
		182757-002
		182757-003
		182757-004
	Video Board M64/32MB - NO/TV	203280-001
	Video Board NV-15 32 MB	180284-001
2	1394 Board LV26 w/Gasket	223490-002
3	Memory Module	
	64-MB 100 MHz Memory Module DIMM	179190-001
		179190-002
		179190-003
	128-MB 100 MHz Memory Module DIMM	166966-001
		166966-002
		166966-003
		166966-004
	PC 133 64-MB Memory Module SDIMM	170080-001
		170080-002
	PC 133 128-MB Memory Module SDIMM	170081-001
		170081-002

	PC 100 64-MB Memory Module DIMM	207618-004
4	System Board	232148-001
	System Board K7	232148-002
		232148-004
	System Board w/o processor	191767-102
		207613-001
		217155-003
		217155-004
	System Board w/1394 3Port LV26	203353-001
	System Board	217155-001
		217155-002
		217155-003
5	Network Interface Board 10/100	157045-001
		157045-002
		157045-003
		212999-004
6	Processor	214551-001
	Duron 750 MHz	214551-002
		214551-003
		214551-004
	Duron 800 MHz	221235-001
		221235-002
	Duron 850 MHz	221236-001
		221236-002
	Ath 900 MHz	200404-001
	Ath 950 MHz	214547-001
	Ath 1.0 GHz	200405-001
		200405-002

	Ath 1.1 GHz	200406-001
	Ath 1.2 GHz	234052-002 234052-001
7	Microprocessor/Heatsink Assembly Duron 800 MHz W/Heatsink	221235-003 221235-004
	Duron 850 MHz W/Heatsink	221236-004
	Duron 900 MHz W/Heatsink	235012-004
	Ath 950 MHz W/Heatsink	214547-004
	Ath 1.0 GHz W/Heatsink	200405-004
	Ath 1.1 GHz W/Heatsink	200406-002 200406-003 200406-004
	Ath 1.2 GHz W/Heatsink	234052-004
	Other Boards NV-15 32 MB Board	180284-001

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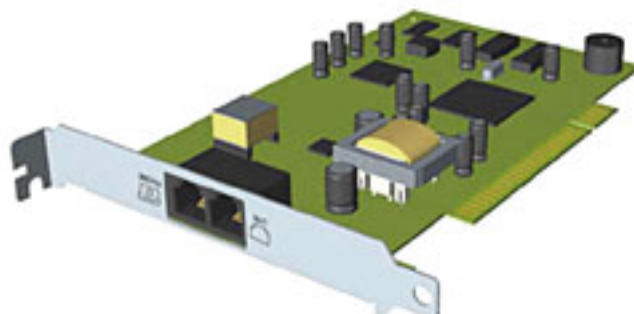
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Fax/Modem



Spare Part Description
56K Modem

Spare Part No.
166386-003

56K Modem (Latin America Excluded)

166386-002

V.90 Modem - INTL CNXNT

166358-002

56K Modem - CNTLS

128384-001
128384-002

56K Modem (ENDURO)

207616-004

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Cordless Mouse	232173-001 132173-002
Scroll Mouse Quartz	207621-004
Mouse Quartz	195503-001 195503-002 195503-003
USB Internet Keyboard LED Quartz (US)	180190-002 180190-007
USB Internet Keyboard LED Quartz (UK)	180190-037

USB Internet Keyboard LED Quartz (France)	180190-057
USB Internet Keyboard LED Quartz (Italy)	180190-067
USB Internet Keyboard LED Quartz (Spain)	180190-077
USB Internet Keyboard LED Quartz (Denmark)	180190-087
USB Internet Keyboard LED Quartz (Norway)	180190-097
USB Internet Keyboard LED Quartz (Sweden)	180190-107
USB Internet Keyboard LED Quartz (Switzerland)	180190-177
USB Internet Keyboard LED Quartz (Latin America)	180190-167
USB Internet Keyboard LED Quartz (Belgium)	180190-187
USB Internet Keyboard LED Quartz (Brazil)	180190-207
USB Internet Keyboard LED Quartz (Thailand)	180190-287
USB Internet Keyboard LED Quartz (Finland)	180190-357
USB Internet Keyboard LED Quartz (China)	180190-AB7
USB Internet Keyboard LED Quartz (International)	180190-B37
Internet Keyboard LED Quartz (US)	207620-004 180190-003
Internet Keyboard LED Quartz (Arab)	180190-177
Internet Keyboard LED Quartz (POR)	180190-137

Internet Keyboard LED Quartz (Japan)

180190-197

Internet Keyboard LED Quartz (PRC)

180190-AA7



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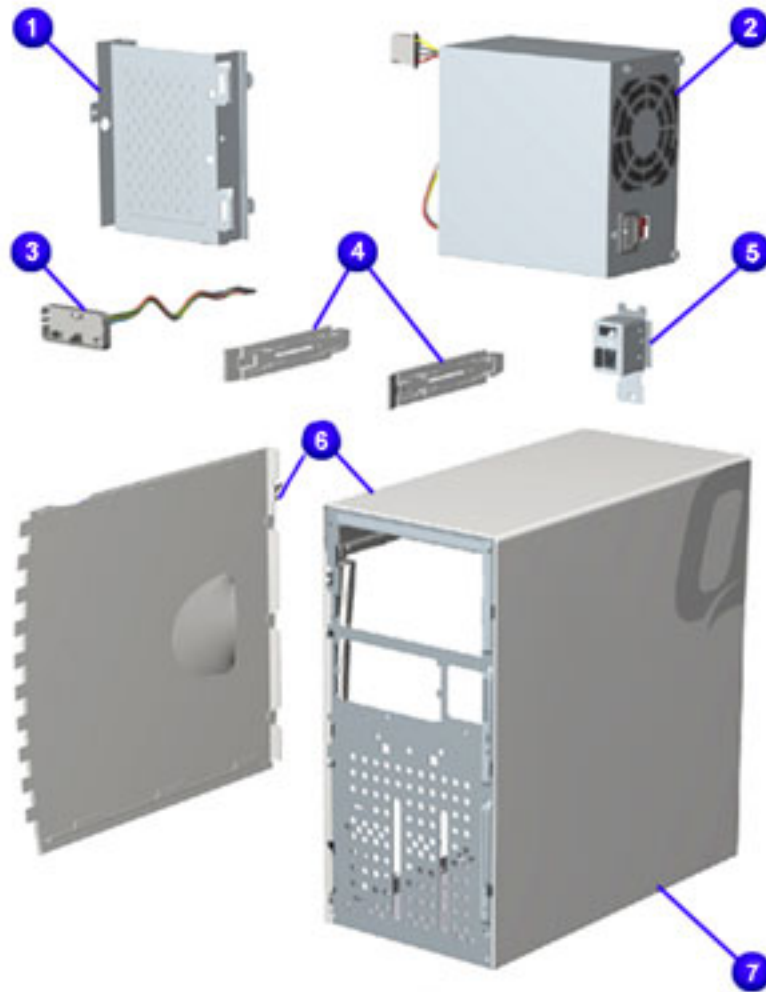
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Spare Part Description
1 Hard Drive Brackets (2)

2 Power Supply 250W

3 Power Switch w/Holder

Spare Part No.

195413-001

195413-002

195413-003

153652-001

153652-002

153652-003

153652-004

199354-003

220996-001

43.5" Side Rails (2 Left/2 Right)	210005-004
	199354-001
	199353-002
5.25" Side Rails (2 Left/2 Right)	199353-003
	199353-001
	207625-004
	210830-002
	210830-003
5Front I/O USB	199351-001
	199351-002
	207624-004
	209866-003
Front I/O 1394/USB	221124-002
6Microtower Chassis w/Side Panel	199352-001
	199352-002
	199352-003
Return Kit	210830-001
	202132-001
	202132-003
	207623-004

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Miscellaneous Plastics



Spare Part Description
1 Front Bezel

Spare Part No.
199357-001
199357-002
199357-003
207626-004

2 Top Door (Trim Ring)

210835-001
210835-002
210835-003

3Bottom Door (CD Storage Door)

199356-001

199356-002

199356-003



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Disk Drive

DISK DRIVE

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Disk Drive	
Disk	
Size (in)	3.5 (8.89 cm)
High Density	1.44
Light	Green
Height	One-third
Bytes per Sector	512
Sectors per Track	
High Density	80
Tracks per Side	
High Density	80
Low Density	80
Rotational Speed	300 RPM
Read/Write Heads	2
Average Seek Time (ms)	
Track-to-Track	3
Setting Time	15 (Max)



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[CD or DVD DRIVE/
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Fax/Modem

[DISK DRIVE](#)

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Fax/Modem	
General Description	
Support	Supports K56flex and/or ITU-T V.90 14400bps send and receive fax modem with automatic fallback to 12000, 9600, 7200, 4800, and 2400bps.
	Support fax service Class 1 (EIA/TIA 578). Support V.80 video ready modem. Built-in DTE interface with speed up to 115.2kbps or 57.6kbps, parallel 16550a UART-compatible interface. Power Management Registers to PCI Interface.
Data Mode	K56flex and/or ITU-T V.90 56kbps/s for highest Internet connection rates Ultrahigh compression throughput due to parallel access directly to the host PC. ITU-T V.34 extended rates 33600bps to 2400bps. V.32terbo, V.32bis and fallbacks. TIA/EIA 602 standard for AT command set. V.42 error correction (LAM and MNP). V.42bis and MNP Class 5 data compression.
Fax Mode	Fax modem send and receive rates up to 14400bps * V.17, V.29, V.27ter, and V.21 channel 2 * TIA/EIA 578 Class 1 FAX

Error Correction	ITU-T recommended V.42 error correction. V.42 error correction (LAM and MNP).
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Power Supply Assembly

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Power Supply Assembly	
	U.S.
Input Specifications	
Nominal Line Voltage	115 to 230 VAC
Range Input Line	90 to 264 VAC
Frequency Range	47 to 63 Hz AC
Input Current	115V 3.00 AMPS
Input Current	4.5 RMS @ Max Load
Output Power	145 Watts
Inrush Current	80 A at 132 VAC (cold start)
Holdup Time	16 ms from zero
Environment	Temperature Range
Operating	10 to +50 C
Non-Operating	-40 to +66 C



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SYSTEM BOARD

System Board

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- [System DMA](#)

General System Specifications		
Dimensions	Information Not Available	
	Height	in
	Length	in
	Width	in
Weight		
Input Requirements		
	Nominal Line Voltage	115/230 VAC
	Range Line Voltage	90-132 VAC, 180-264 VAC
	Line Frequency	47-63 HZ
	Input Current	4.5A RMS @ Max Load
Power (watts)		

	Steady State	145W
Environmental Requirements		
Temperature		
Operating	50° to 95° F	10° to 35° C
Shipping	-4° to 140° F	-20° to 60° C
Humidity (noncondensing)		
Operating	8% to 90%	8% to 90%
Nonoperating	5% to 95%	5% to 95%
Maximum Altitude (unpressurized)		
Operating	10,000 ft	3048 m
Nonoperating	30,000 ft	9144 m
System Interrupts		
Hardware IRQ	System Function	
IRQ 0	System Timer	
IRQ 1	Motherboard Resources	
IRQ 2	Programmable Interrupt Controller	
IRQ 3	ACPI IRQ Holder for PCI IRQ Sterring	
IRQ 3	Intel (r) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01.1321	
IRQ 4	Motherboard Resources	
IRQ 5	Intel (r) 82801AA SMBus Controller	
IRQ 5	SoundMAX Integrated Digital Audio	
IRQ 5	ACPI IRQ Holder for PCI IRQ Sterring	
IRQ 6	Standard Floppy Disk Controller	

IRQ 8	System CMOS/real time clock	
IRQ 9	SCI IRQ used by ACPI bus	
IRQ 11	ACPI IRQ Holder for PCI IRQ Steering	
IRQ 11	ACPI IRQ Holder for PCI IRQ Steering	
IRQ 11	Texas Instruments OHCI IEEE 1394 Host Controller	
IRQ 11	Intel (r) 82801AA USB Universal Host Controller	
IRQ 12	Motherboard Resources	
IRQ 13	Numeric Data Processor	
IRQ 14	Primary IDE Controller (dual fifo)	
IRQ 14	Intel (r) 82801AA Ultra ATA Controller	
IRQ 15	Secondary IDE Controller (dual fifo)	
IRQ 15	Intel (r) 82801AA Ultra ATA Controller	
Humidity	Non Condensing	
Operating	20% to 90% RH	
Storage	5% to 95% RH	
System I/O		
I/O Address (Hex)	System Function (Shipping Configuration)	
0000h-000Fh	Direct Memory Access Controller	
0010h-001fh	Motherboard Resources	
0020h-003fh	Programmable Interrupt Controller	
004h-0043h	System Timer	

004E-004fh	Motherboard Resources	
0050h-0052h	Motherboard Resources	
0060h-0060h	Motherboard Resources	
0061h-0061h	System Speaker	
0064h-0064h	Motherboard Resources	
0070h-0071h	System CMOS/real time clock	
0072h-0077h	Motherboard Resources	
0080h-008fh	Direct Memory Access Controller	
0090h-009fh	Motherboard Resources	
00A0h-00Bfh	Programmable Interrupt Controller	
00C0h-00Dfh	Direct Memory Access Controller	
00F0h-00FFh	Numeric Data Processor	
0170h-0177h	Secondary IDE Controllwer (dual fifo)	
0170h-0177h	Intel(r) 82801AA Ultra ATA Controller	
01F0h-01F7h	Intel(r) 82801AA Ultra ATA Controller	
01F0h-01F7h	Primary IDE controller (dual fifo)	
0376h-0376h	Intel(r) 82801AA Ultra ATA Controller	
0376h-0376h	Secondary IDE controller (dual fifo)	
0390h-0397h	Motherboard resources	
03B0h-03BBh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01.	

03C0h-03DFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01.	
03F0h-03F5h	Standard Floppy Disk Controller	
03F6h-03F6h	Primary IDE controller (dual fifo)	
03F6h-03F6h	Intel(r) 82801AA Ultra ATA Controller	
0400h-047Fh	Motherboard resources	
04D0h-04D1h	Motherboard resources	
0CF8h-0CFFh	PCI bus	
2000h-20FFh	SoundMAX Integrated Digital Audio	
2400h-243Fh	SoundMAX Integrated Digital Audio	
2460h-246Fh	Intel(r) 82801AA Ultra ATA Controller	
2460h-2467h	Primary IDE controller (dual fifo)	
2468h-246Fh	Secondary IDE controller (dual fifo)	
EE00h-EE7Fh	Motherboard resources	
EE80h-EEBFh	Motherboard resources	
EEC0h-EEDFh	Intel(r) 82801AA USB Universal Host Controller	
EEE0h-EEEFh	Intel(r) 82801AA SMBus Controller	
System Memory		
Memory Address	System Function	
00000000h-0009FFFFh	System board extension for ACPI BIOS	

000A0000h-000AFFFFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133)	
000B0000h-000BFFFFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133)	
000E0000h-000FFFFFh	System board extension for ACPI BIOS	
00100000h-07FFFFFFh	System board extension for ACPI BIOS	
40000000h-40003FFFh	Texas Instruments OHCI IEEE 1394 Host Controller	
40000000h-403FFFFFh	Intel(r) 82801AA PCI Bridge	
40300000h-403007FFh	Texas Instruments OHCI IEEE 1394 Host Controller	
40400000h-4047FFFFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133)	
44000000h-47FFFFFFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133)	
FFB80000h-FFBFFFFFh	System board extension for ACPI BIOS	
FFF80000h-FFFFFFFFh	System board extension for ACPI BIOS	
System DMA		
Hardware	System Function (Default)	
DMA 2	Standard Floppy Disk Controller	
DMA 4	Direct Memory Access Controller	

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Hard Drives

HARD DRIVES

Compaq Computer Corporation uses IDE hard disk drives that conform to two different device I/O implementations. These are Conner mode and ATA-compatible mode. These two modes are incompatible with one another.

[CD AND DVD DRIVE/](#)

[CD-RW DRIVE](#)

Important

Jumper settings are shown on top of the hard drives.



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CD and CD-RW Drive

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CD AND DVD DRIVE/
CD-RW DRIVE

CD and DVD Drive	
Optical Device Type	CD
Optical Device Speed	X
Optical Device Transfer Rate	2500 - 6000KB/s
Interface	ATAPI
Transport Type	Tray Load

CD-RW Drive	
Optical Device Type	CD-RW
Device Recording Speed	2X Max
Device ReWrite Speed	2X Max
Device CD Read Speed	24X Max
Storage Capacity: Data	650 MB
Storage Capacity: Music	74 Minutes
Interface	EIDE/ATAPI
Transport Type	Tray Load



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SYSTEM BOARD

External System Board Connectors

[HARD DRIVES](#)

[CD AND DVD DRIVE/
CD-RW DRIVE](#)

Function	Description
Keyboard	USB
Mouse	Miniature 6-Pin
Parallel	DSUB 25-Pin
Serial	DSUB 9-Pin
Video	15-Pin VGA
Rear USB Ports	Dual high USB
Microphone In	Mini Stereo
Line In	Mini Stereo
Line Out	Mini Stereo

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SYSTEM BOARD

Internal System Board Connectors

[HARD DRIVES](#)

[CD AND DVD DRIVE/
CD-RW DRIVE](#)

Function	Description
DIMM Sockets (3)	168-Pin DIMM
PCI Slots (5)	32 Bit PCI Connector
Clear CMOS	3-Pin Header
USB front I/O connector	10-Pin 0.1 in Connector
Sleep Button & LEDs	2x10 Pin Header
Battery Socket	2-Pin Sacket
CD-ROM Audio (2)	4-Pin Header, Key 2
IDE Drives (2)	40-Pin Headers, Key 20
Disk Drive	34-Pin Header
Internal Fans (2)	3-Pin Intel Standard
Power Supply	20-Pin ATX power supply connector

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ELECTROSTATIC
DISCHARGE

Electrostatic Discharge [\(Return to Service Considerations\)](#)

A sudden discharge of static electricity from a finger or other conductor can destroy static-sensitive devices or microcircuitry. Often the spark is neither felt nor heard, but damage occurs. An electronic device exposed to electrostatic discharge (ESD) may not be affected at all and will work perfectly throughout a normal cycle. Or it may function normally for a while, then degrade in the internal layers, reducing its life expectancy.

Networks built into many integrated circuits provide some protection, but in many cases, the discharge contains enough power to alter device parameters or melt silicon junctions.

Generating Static

The table below shows the different amounts of static electricity generated by different activities.

Relative Humidity			
Event	10%	40%	55%
Walking across carpet	35,000 V	15,000 V	7,500 V
Walking across vinyl floor	12,000 V	5,000 V	3,000 V
Motions of bench worker	6,000 V	800 V	400V
Removing DIPS from plastic tubes	2,000 V	700 V	400 V

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OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)

Removing DIPS from vinyl trays	11,500 V	4,000 V	2,000 V
Removing DIPS from Styrofoam	14,500 V	5,000 V	3,500 V
Removing bubble pack from PCBs	26,000 V	20,000 V	7,000 V
Packing PCBs in foam-lined box	21,000 V	11,000 V	5,000 V
NOTE: 700 volts can degrade a product.			

Preventing Electrostatic Damage to Equipment

Many electronic components are sensitive to ESD. Circuitry design and structure determine the degree of sensitivity. The following proper packaging and grounding precautions are necessary to prevent damage:

1. Protect all electrostatic parts and assemblies with conductive or approved containers or packaging.
2. Keep electrostatic sensitive parts in their containers until they arrive at static-free stations.
3. Place items on a grounded surface before removing them from their container.
4. Always be properly grounded when touching a sensitive component or assembly.
5. Place reusable electrostatic-sensitive parts from assemblies in protective packaging or conductive foam.

Use transporters and conveyors made of antistatic belts and metal roller bushings. Mechanized equipment used for moving materials must be wired to ground the proper materials selected to avoid static charging. When grounding is not possible, use an ionizer to dissipate electric charges.

Preventing Damage to Drives

To prevent static damage to hard drives, use the following precautions.

1. Handle drives gently, using static-guarding techniques.
2. Store drives in the original shipping containers.
3. Avoid dropping drives from any height onto any surface.

4. Handle drives on surfaces that have at least one inch of shock-proof foam.
5. Always place drives PCB-assembly-side down on the foam.

Grounding Methods

The method for grounding must include a wrist strap or a foot strap at a grounded workstation. When seated, wear a wrist strap connected to a grounded system. When standing, use footstraps and a grounded floor mat.

Static-Shielding Protection Levels			
Method	Antistatic Plastic	Carbon-Loaded Plastic	Metallized Laminate
Voltages	1,500	7,500	15,000

Grounding Workstations

To prevent static damage at the workstation, use the following precautions:

1. Cover the workstation with an approved static-dissipative material. Provide a wrist strap connected to the work surface and use properly grounded tools and equipment.
2. Use static-dissipative mats, heel straps, or air ionizers to give added protection.
3. Handle electrostatic-sensitive components, parts, and assemblies by the case or PCB laminate. Handle them only at static-free workstations.
4. Avoid contact with pins, leads, or circuitry.
5. Turn off power and input signals before inserting and removing connectors or using test equipment.
6. Use fixtures made of static-safe materials when fixtures must directly contact dissipative surfaces.
7. Keep the work area free of nonconductive materials such as ordinary plastic assembly aides and Styrofoam.
8. Use field service tools, such as cutters, screwdrivers, and vacuums, that are conductive.
9. Use a portable field service kit with a static dissipative vinyl pouch that folds out of a work mat. Also use a wrist strap and a ground cord for the work surface. Ground the cord to the chassis of the equipment undergoing test or repair.

Ground Equipment

Use the following equipment to prevent static electricity damage to the equipment:

Wrist Straps are flexible straps with a minimum of 1 megohm plus or minus 10% resistance to the ground cords. To provide proper ground, a strap must be worn snug against the skin. On grounded mats without banana-plug connectors, connect a wrist strap with alligator clips.

Heelstraps/Toestraps/Bootstraps can be used at standing workstations and are compatible with most types of boots and shoes. On conductive floors or dissipative floor mats, use them on both feet with a minimum of 1 megohm resistance between operator and ground. To be effective, the conductive strips must be worn in contact with the skin.

Recommended Materials and Equipment

Other materials and equipment that are recommended for use in preventing static electricity include:

1. Antistatic tape
2. Antistatic smocks, aprons, or sleeve protectors
3. Conductive bins, and other assembly or soldering aids
4. Conductive foam
5. Conductive tabletop workstations with a ground cord of 1 megohm of resistance
6. Static dissipative table or floor mats with hard tie to ground
7. Field service kits
8. Static awareness labels
9. Wrist straps and footwear straps providing 1 megohm plus or minus 10% resistance
10. Material-handling packages
11. Conductive plastic bags
12. Conductive plastic tubes
13. Conductive tote boxes
14. Metal tote boxes
15. Opaque shielding bags
16. Transparent metallized shielding bags
17. Transparent shielding tubes



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Open the CD Storage
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Service Considerations

Tool Requirements

1. Phillips screwdriver
2. Needle-nose pliers
3. Flathead screwdriver
4. Compaq Utilities software

Screws

The screws used in these products are not interchangeable. If an incorrect screw is used during the reassembly process, it could cause damage to the unit. Compaq strongly recommends that all screws removed during the disassembly process be kept with the corresponding part that was removed, then returned to their proper locations.

Important

As each subassembly is removed from the computer, it should be placed away from the work area to prevent damage.

Cables and Connectors

Most cables used throughout the unit are ribbon cables. These must be handled carefully to avoid damage. Apply only the tension required to seat or unseat the cable during its insertion or removal from the connector. Handle cables by the connector whenever possible. In all cases, avoid bending, twisting, or tearing the cables, and ensure that they are positioned so that they cannot be caught or snagged by parts being removed.

**CAUTION**

When servicing these computers, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can cause severe damage to the unit.

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)

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(Lower Front Panel -
Open the CD Storage
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Preparation for Disassembly

To prepare the computer for removal and replacement procedures, complete the following steps:

1. Remove any disk, compact disc, or tape from the computer.
2. Turn off the computer and any peripheral devices that are connected to the computer.



CAUTION

The computer power switch should be turned off before you disconnect any cables.



CAUTION

Before doing any work inside your computer, ground yourself by touching a metal part of the chassis.

3. Disconnect the power cord from the electrical outlet, and then from the computer.
4. Disconnect all peripheral device cables from the computer.
5. Turn the computer over on its side (open side facing up).

IMPORTANT

During disassembly, label each cable as you remove it. Be sure to note its position and routing.

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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(RTC Battery,
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Serial Number

Provide Compaq with the computer serial number whenever requesting information or ordering spare parts. The serial number is located directly above the rear connectors **1**.



OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

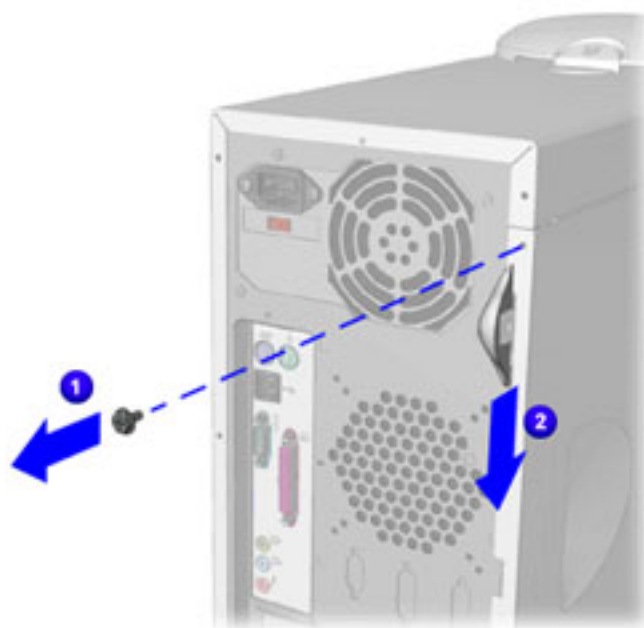
(RTC Battery,
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Removal

1. [Perform the preparation procedures.](#)
2. Remove the screws **1** from the rear of the access panel.
Note: Number of screws varies by model.
3. Locate the latch **2** and press down, and then hold in position.

[Next Step](#)

OPTICAL AND MASS
STORAGE DEVICES

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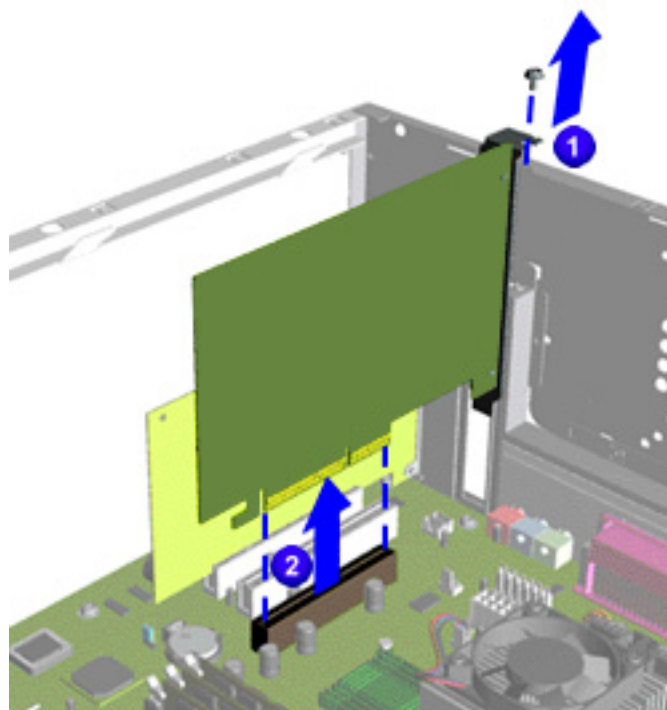
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[HARD DRIVE](#)

[DISK DRIVE](#)

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[REMOVING THE CD
STORAGE DOOR](#)
(Lower Front Panel -
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Door)



Removal

1. [Perform the preparation procedures.](#)
2. Remove the screw securing the graphics card.
3. Pull the graphics card by using a gentle side-to-side rocking motion from the AGP slot on the system board.

Replacement

1. Align the graphics card with AGP slot on the system board. Insert the card carefully and firmly into the connector.
2. Replace the screw securing the graphics card to the chassis.

OPTICAL AND MASS
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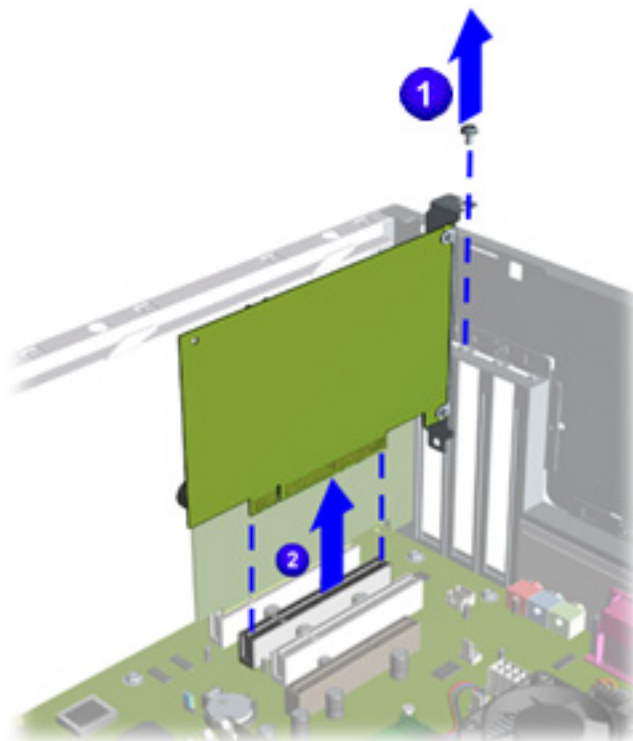
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Removal

1. [Perform the preparation procedures.](#)
2. Turn the computer on its side (open side facing up) and locate the expansion card(s).
3. Remove the screw securing the expansion card.
4. Pull the expansion card using a gentle rocking motion from the connector on the system board.

Replacement

Important: The expansion card rear connector must be properly inserted into the rear chassis slot to ensure the card is properly seated into the connector on the system board.

1. Align the card with connector on the system board and rear connector slots on the chassis.
2. Replace the screw to secure the expansion card to the chassis.

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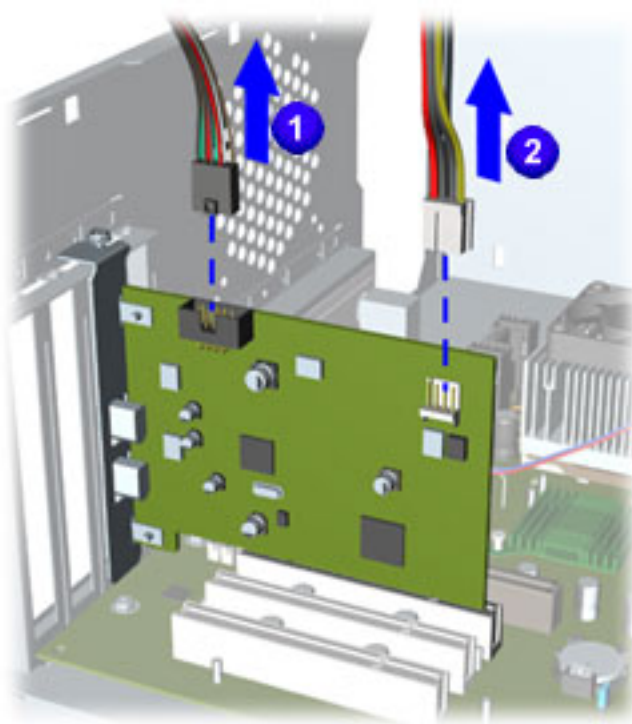
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Removing the 1394 Card (available on selected models)



Removal

1. [Perform the preparation procedures.](#)
2. Turn the computer on its side (open side facing up) and locate the 1394 card(s).
3. Disconnect the 1394 drive power cable **1** and data cable **2** by using a gentle side-to-side rocking motion.

[Next Step](#)

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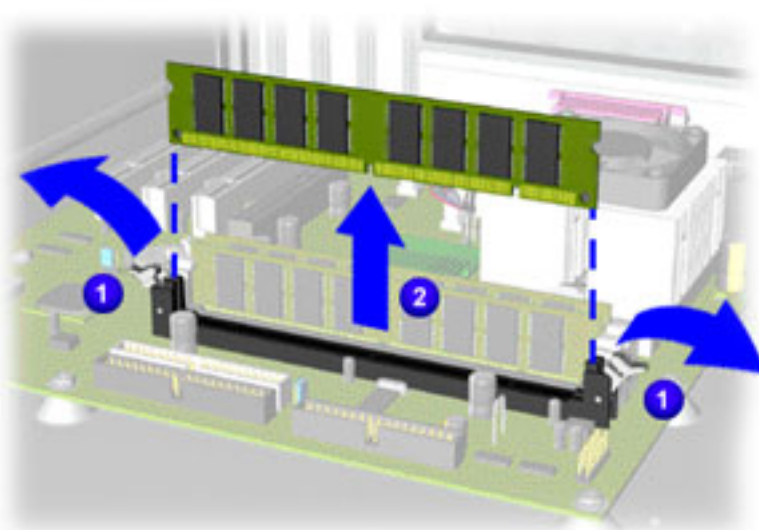
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Removing the Memory Module



Removal

1. [Perform the preparation procedures.](#)
2. Pull outward on the release latches **1** found on both ends of the memory module.
3. Lift the memory module **2** from the system board slot.

Replacement

1. Ensure that the latches **1** on both ends of the memory modules are pushed to the outside.
2. Align the memory module with the memory slot.
3. Push the module carefully and firmly into the slot, ensuring that the latches on both ends snap into place.

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FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

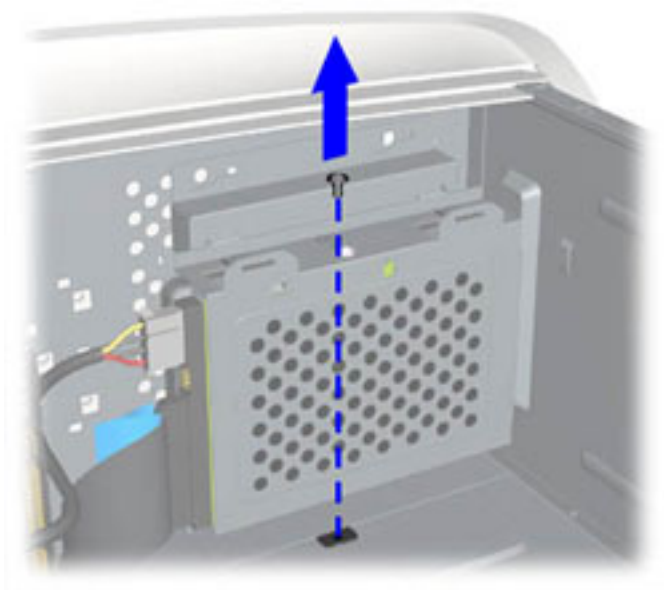
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Removing the Hard Drive

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(Lower Front Panel -
Open the CD Storage
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Removal

1. [Perform the preparation procedures.](#)
2. [Remove the side access panel.](#)
3. Remove the screw securing the hard drive bracket to the chassis wall.

[Next Step](#)

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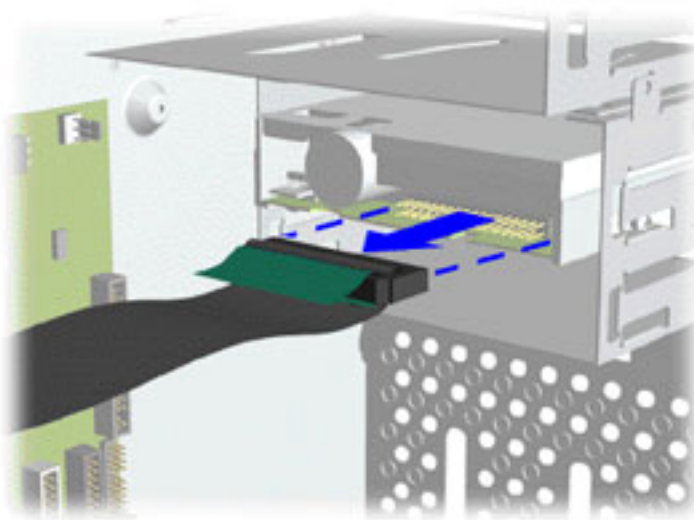
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Removal

To remove the disk drive, complete the following steps:

1. [Perform the preparation procedures.](#)
2. [Remove the side access panel.](#)
3. [Unlock the front panel door lock.](#)
4. Disconnect the data cable connected to the drive.

[Next Step](#)

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STORAGE DEVICES

(CD, CD-RW and/or
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POWER SUPPLY
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COMPONENTS

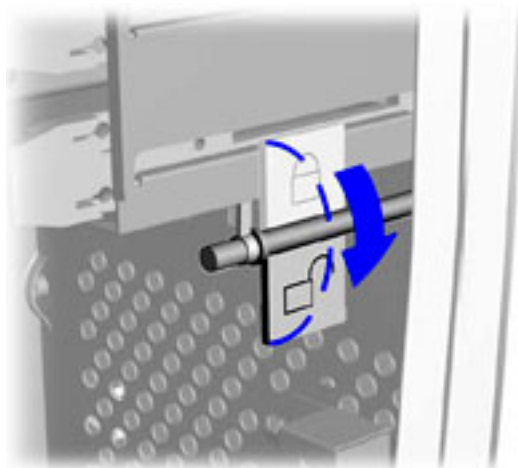
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Open the CD Storage
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Removal

1. [Perform the preparation procedures.](#)
2. [Remove the side access panel.](#)
3. Rotate the lock to the down position to unlock the upper front panel.

[Next Step](#)

OPTICAL AND MASS

STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY

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FRONT I/O BOARD

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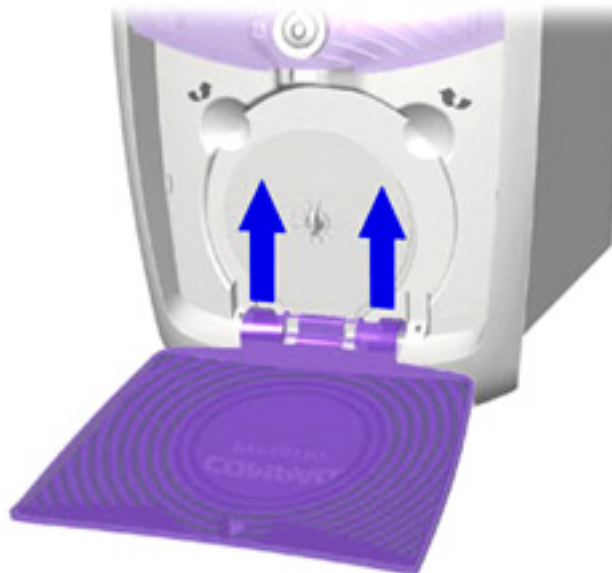
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REMOVING THE CD
STORAGE DOOR
(Lower Front Panel -
Open the CD Storage
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Removal

1. [Perform the preparation procedures.](#)
2. [Remove the side access panel.](#)
3. [Unlock the upper front Panel.](#)
4. [Open the CD storage door.](#)
5. Lift the CD storage door slightly with both hands while pressing both tabs with your thumbs at the same time. Lift the CD Storage Door to release from the chassis.

Replacement

To replace the CD storage door, reverse this procedure.

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
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POWER SUPPLY
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FRONT I/O BOARD

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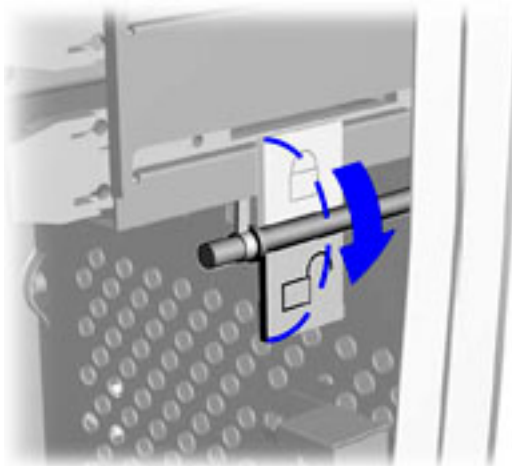
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(Lower Front Panel -
Open the CD Storage
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To unlock the upper front panel, complete the following steps:

1. [Perform the preparation procedures.](#)
2. Rotate the lock to the down position to unlock the upper front panel.

OPTICAL AND MASS
STORAGE DEVICES

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1. [CD,CD-RW and/or DVD Drive.](#)
2. [Disk Drive.](#)
3. [Hard Drive.](#)

OPTICAL AND MASS
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(CD, CD-RW and/or
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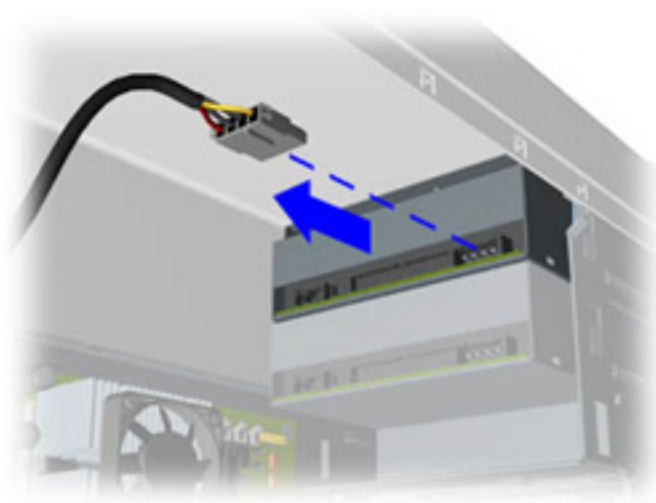
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Removal

To remove the CD, CD-RW and/or DVD drive, complete the following steps:

1. [Perform the preparation procedures.](#)
2. [Remove the side access panel.](#)
3. [Unlock the front panel door lock.](#)
4. Disconnect the power cable connected to the drive.

[Next Step](#)

OPTICAL AND MASS
STORAGE DEVICES
(CD, CD-RW and/or
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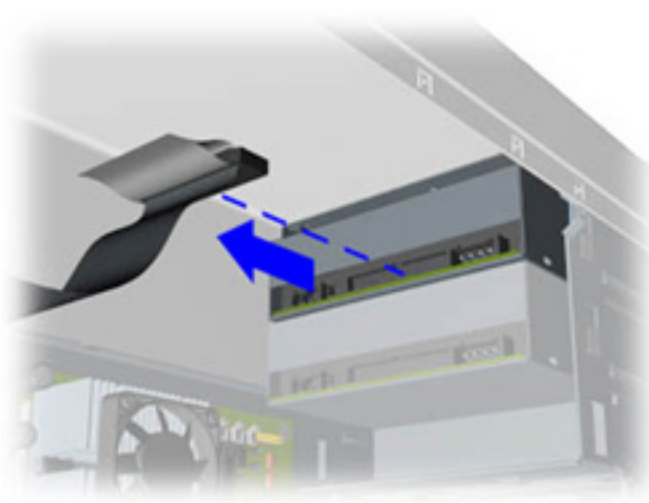
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Removal

5. Disconnect the data cable connected to the drive.

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Removing the CD, CD-RW and/or DVD Drive, Continued



Removal

9. To release the drive, press inward on the side rails **1** of the drive and pull the drive **2** from the chassis.

[Next Step](#)

OPTICAL AND MASS
STORAGE DEVICES
(CD, CD-RW and/or
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Removal

To remove the drive rails, complete the following step.

Pull the drive rails from each side of the drive by using a gentle rocking motion.

Replacement

To replace the drive rails, reverse the previous procedure.

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Open the CD Storage
Door)

Removing the Power Supply Assembly



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the side access panel.](#)
3. Remove the four screws located at the top of the rear of the chassis.

[Next Step](#)

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)

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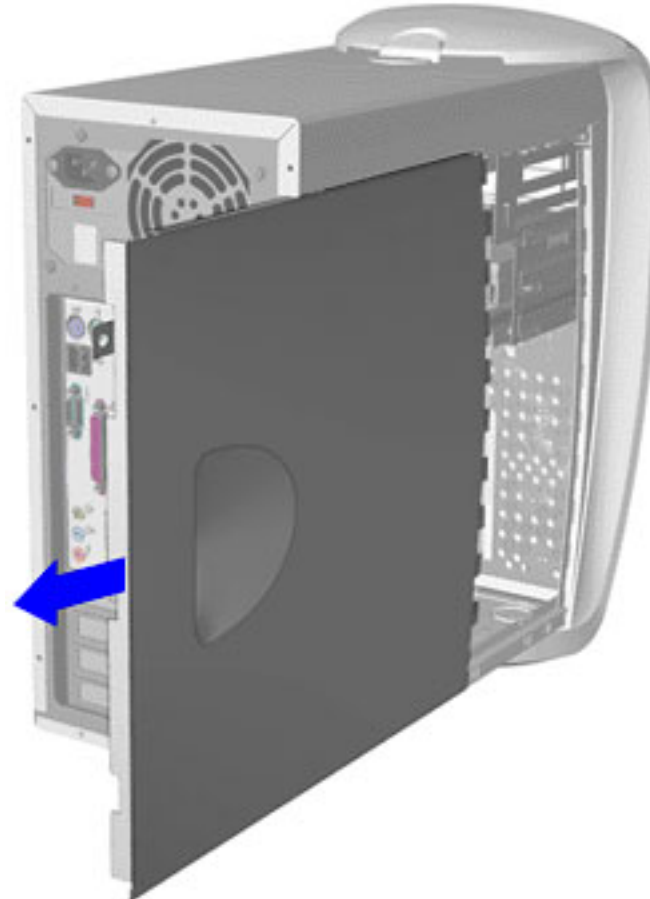
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Removal

4. Grab the handle and slide the side access panel from the chassis.

Replacement

Align the tabs on the side access panel with the chassis slots and slide the side panel into place.

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

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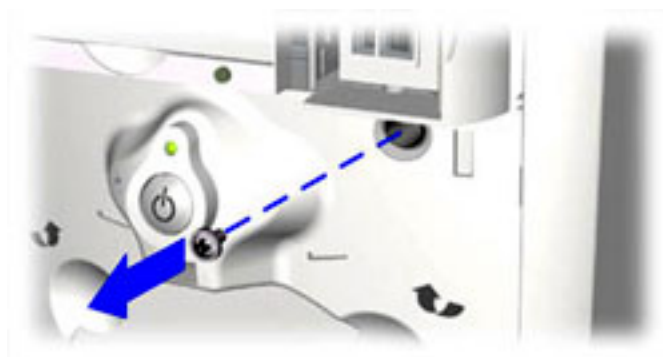
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Open the CD Storage
Door)



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the side access panel.](#)
3. [Unlock the front panel door lock.](#)
4. [Remove the CD storage door.](#)
5. [Remove the top door.](#)
6. Remove the screw securing the Front I/O Bracket to the front of the chassis.

[Next Step](#)

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

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Assembly)

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(Lower Front Panel -
Open the CD Storage
Door)



Removal

4. [Open the CD storage door \(lower front panel\).](#)
5. Press your fingers into the indentations at the bottom of the top door **1**. Pull the top door forward until the top door tabs **2** release from the slots on the chassis.

Replacement

To replace the top door, reverse this procedure.

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
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REMOVING THE CD
STORAGE DOOR
(Lower Front Panel -
Open the CD Storage
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Removal

Press the indentation located at the top of the CD Storage door to open.

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

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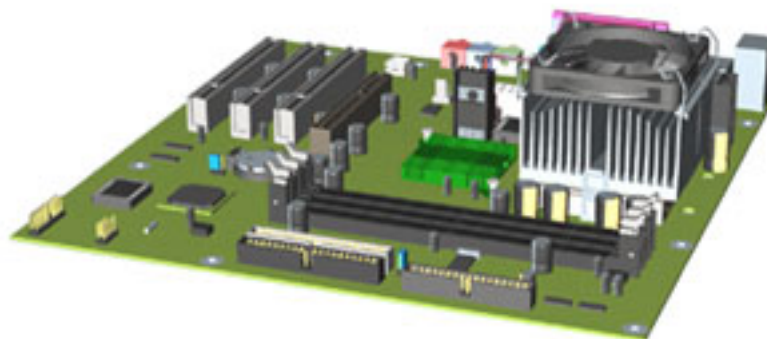
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STORAGE DEVICES

(CD, CD-RW and/or
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POWER SUPPLY
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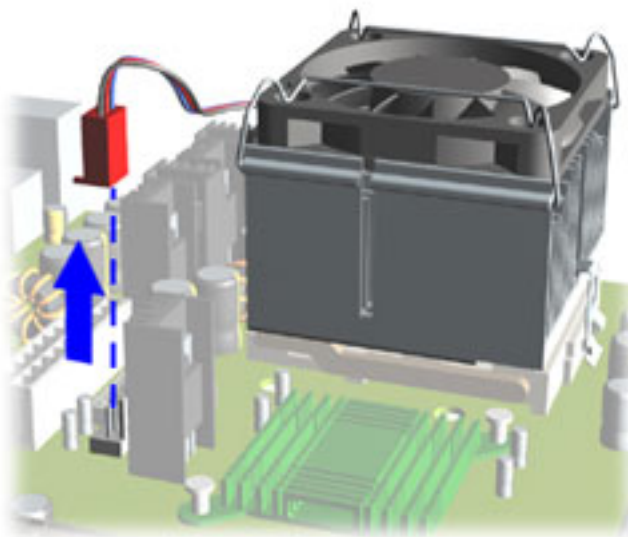
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Removing the Microprocessor/Heatsink Assembly



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the side access panel.](#)
3. Disconnect the fan cable from the system board with a gentle rocking motion.

[Next Step](#)

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
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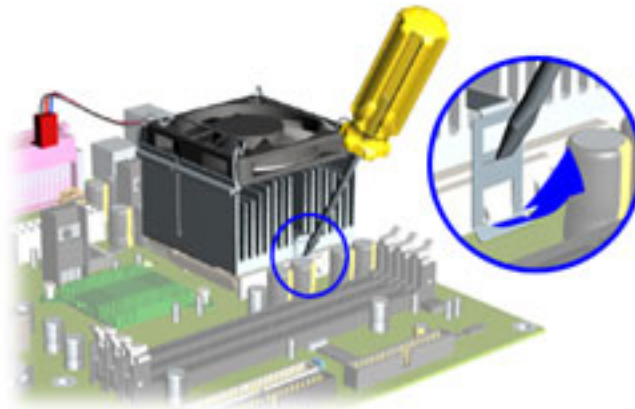
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Door)

Removal

4. Locate the clip tabs on the heatsink clips. Using a flathead screwdriver, press down and pull outward on the heatsink clips to release from the tabs on the microprocessor interface socket.

[Next Step](#)



OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)

NOTE	The microprocessor/heatsink assembly clip is attached on each side of the microprocessor interface socket.
IMPORTANT	Do not let the screwdriver slip and hit the system board when removing the microprocessor clip. The system board can be damaged if its surface is struck.

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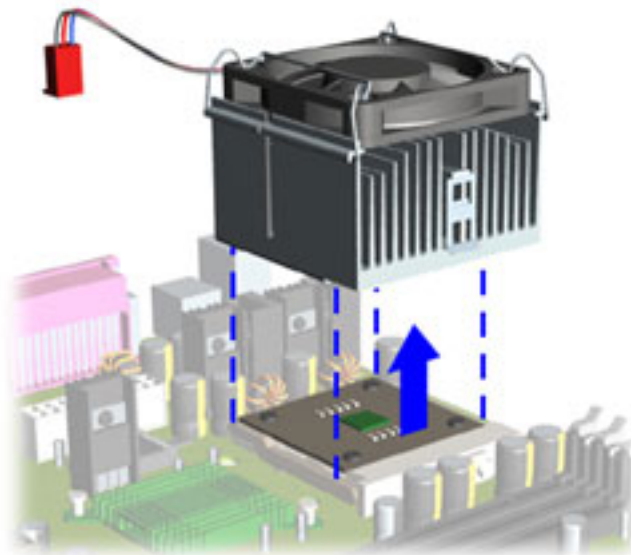
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Door)

Removing the Microprocessor/Heatsink Assembly, Continued



Removal

5. Slightly twist and lift the heatsink assembly from on top of the microprocessor.

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OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)

NOTE

Some hand force may be required to separate the heatsink assembly from the microprocessor.

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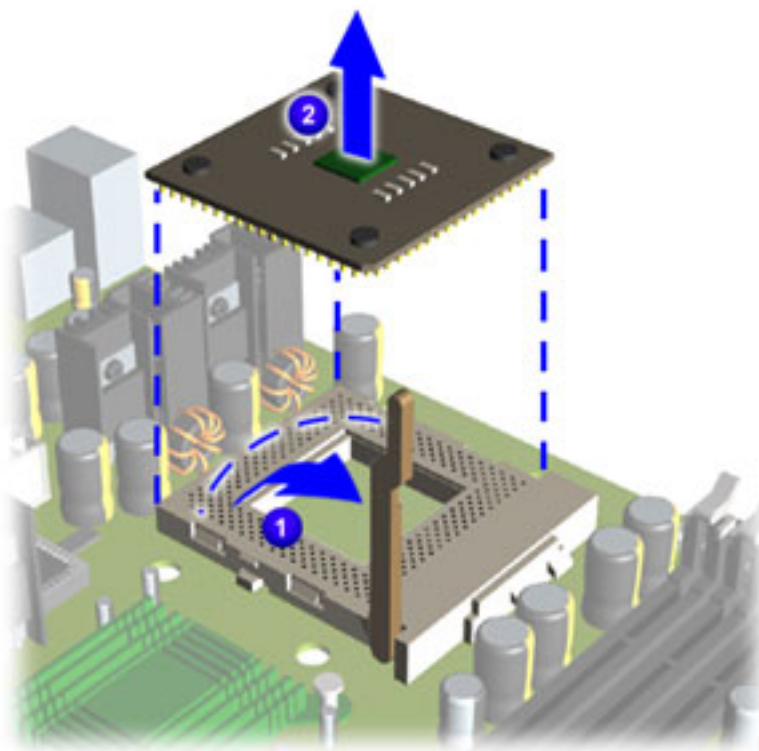
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Removing the Microprocessor/Heatsink Assembly, Continued



Removal

6. Push down, pull out, and lift the lever **1** which secures the microprocessor inside the microprocessor interface socket.
7. Lift the microprocessor **2** from the chassis.

Replacement

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

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Assembly)

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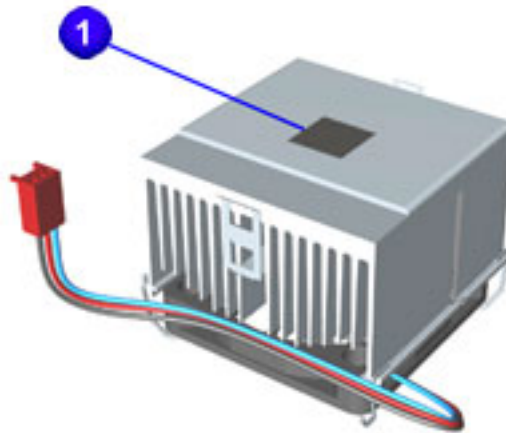
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Open the CD Storage
Door)



Replacement

IMPORTANT: Replace the thermal pad only when replacing the system board.

1. Turn the heatsink over and place it on a flat surface. Locate the old thermal pad **1** on the bottom of the heatsink.

[Next Step](#)

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)

IMPORTANT

The microprocessor/heatsink assembly should be replaced on the system board before securing the system board into the chassis.

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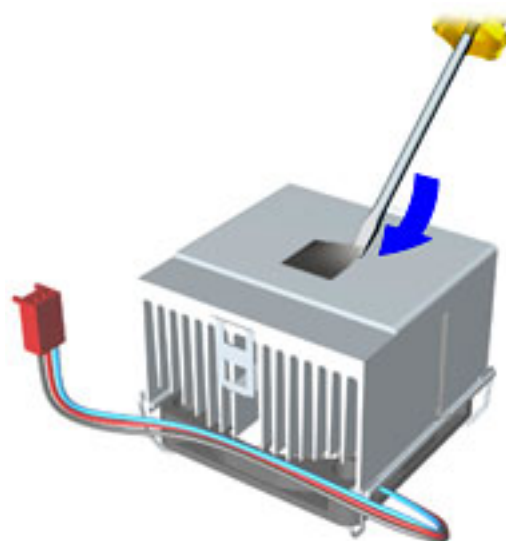
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Replacing the Microprocessor/Heatsink Assembly



Replacement

2. Remove the old thermal pad with a flathead screwdriver or similar type scraping tool. Scrape off any residue left on the heatsink after removing the thermal pad.

[Next Step](#)

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
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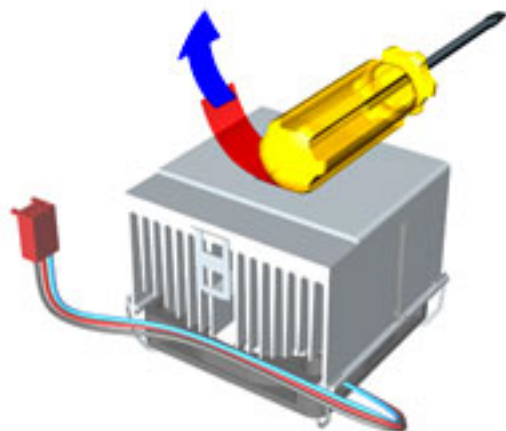
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Replacement

3. Remove and discard the plastic film on the bottom of the new thermal pad.
4. Place the new thermal pad (plastic pad side up) onto the heatsink in the same position as the old thermal pad.
5. With the round portion of the screwdriver handle, rub the top of the new thermal pad to ensure that the entire pad sticks to the heatsink.
6. Carefully remove and discard the plastic tab on top of the new thermal pad.

Next Step



WARNING

If the new thermal pad is not applied properly, the microprocessor/heatsink assembly will not work properly, and you risk damaging the system board.

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
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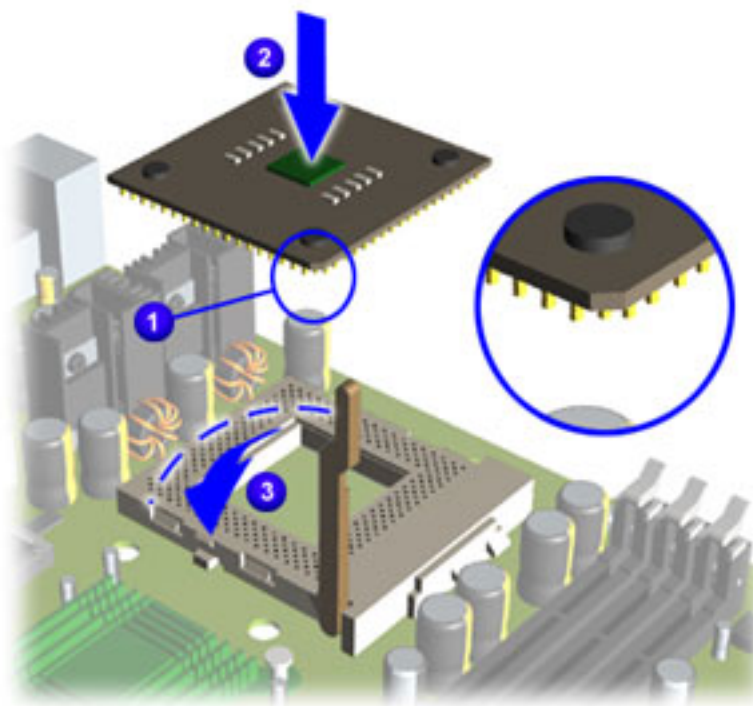
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Replacing the Microprocessor/Heatsink Assembly, Continued



Replacement

7. Align corner **1** (see graphic) of the microprocessor with Pin 1 on the microprocessor interface socket on the system board.
8. Place the microprocessor **2** into the microprocessor interface socket on the system board. Close the lever **3** to lock the microprocessor in place.

[Next Step](#)

OPTICAL AND MASS
STORAGE DEVICES

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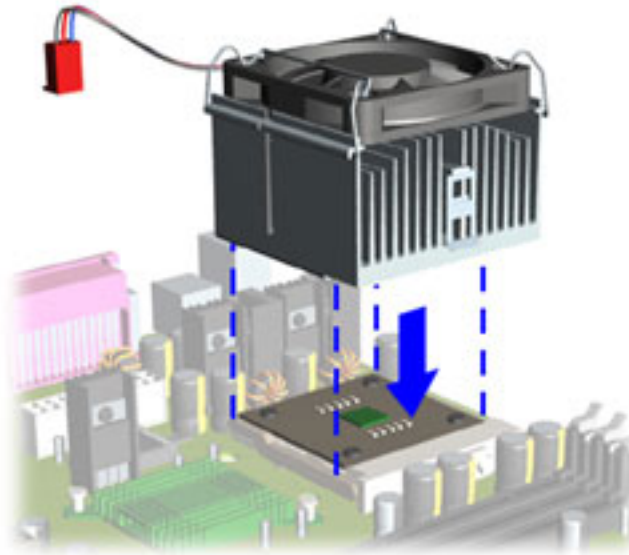
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Replacing the Microprocessor/Heatsink Assembly, Continued



Replacement

9. Place the heatsink assembly directly on top of the microprocessor.

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OPTICAL AND MASS
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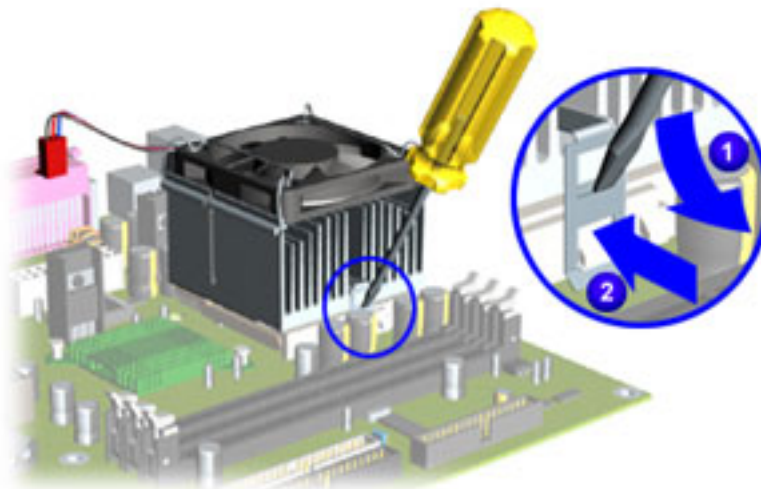
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Replacing the Microprocessor/Heatsink Assembly, Continued

Replacement

10. Hook the microprocessor clip on the side of the heatsink assembly to the center tab on the microprocessor interface socket on the system board.

[Next Step](#)



IMPORTANT

Do not let the screwdriver slip and hit the system board when hooking up the microprocessor clip. The system can be damaged if its surface is struck.

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
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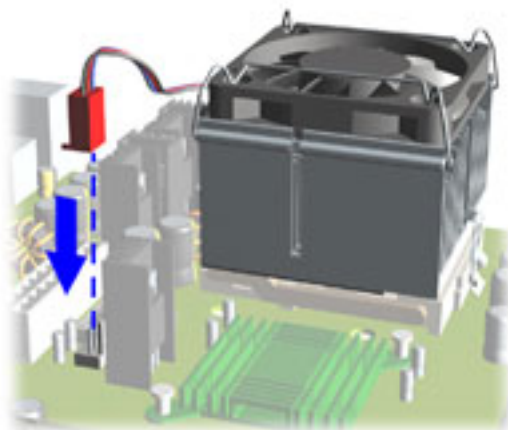
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Replacement

11. Reconnect the heatsink fan power cable to the system board.

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OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
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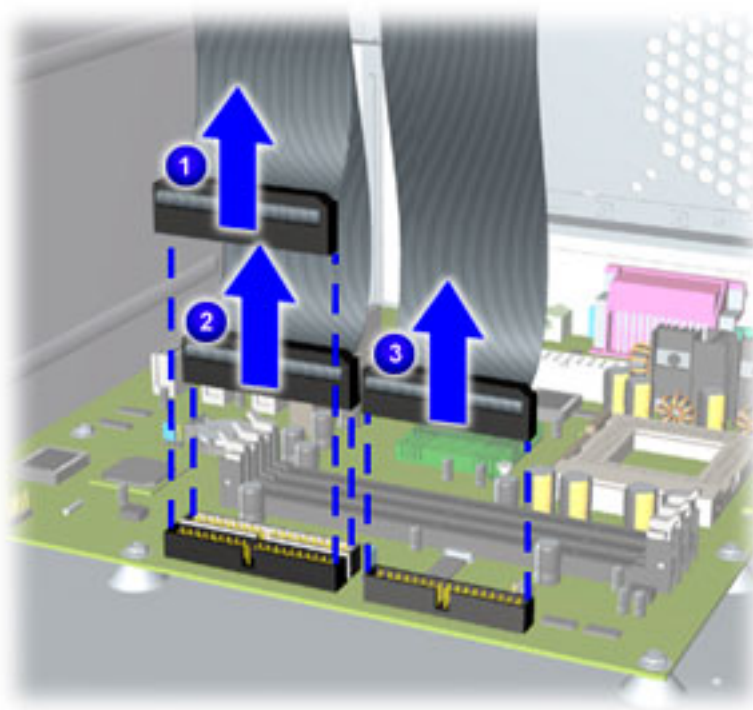
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Removal

1. [Perform the preparation procedures.](#)
2. [Remove the side access panel.](#)
3. [Remove the memory module.](#)
4. [Remove the expansion card\(s\).](#)
5. [Remove the graphics card.](#)
6. [Disconnect the power supply and cable from the system board.](#)
7. [Disconnect the Front I/O cables from the system board.](#)
8. [Remove the microprocessor / heatsink assembly.](#)
9. Disconnect the data cables from the system board.

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OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
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POWER SUPPLY
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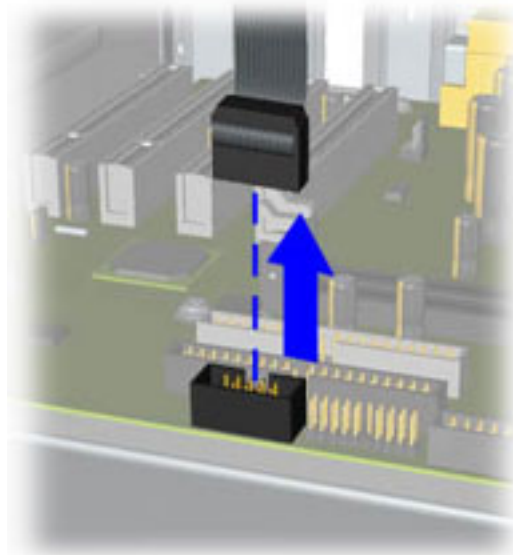
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Removal

7. Remove the USB cable from the connector on the system board.

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OPTICAL AND MASS
STORAGE DEVICES

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DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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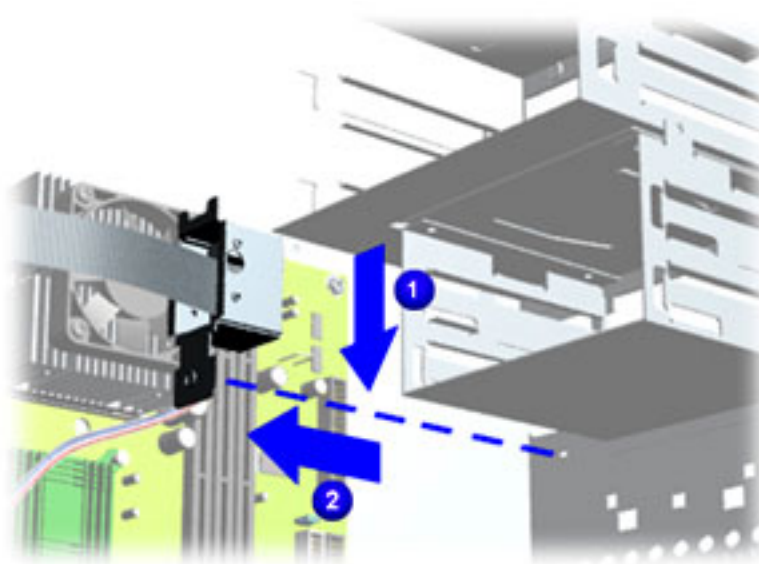
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Removing the Front I/O Board, Continued



Removal

- Slide the Front I/O Board **1** toward the bottom of the chassis then remove the Front I/O board **2**.

Replacement

To replace the Front I/O Bracket, reverse these procedures.

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

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Microprocessor/Heatsink
Assembly)



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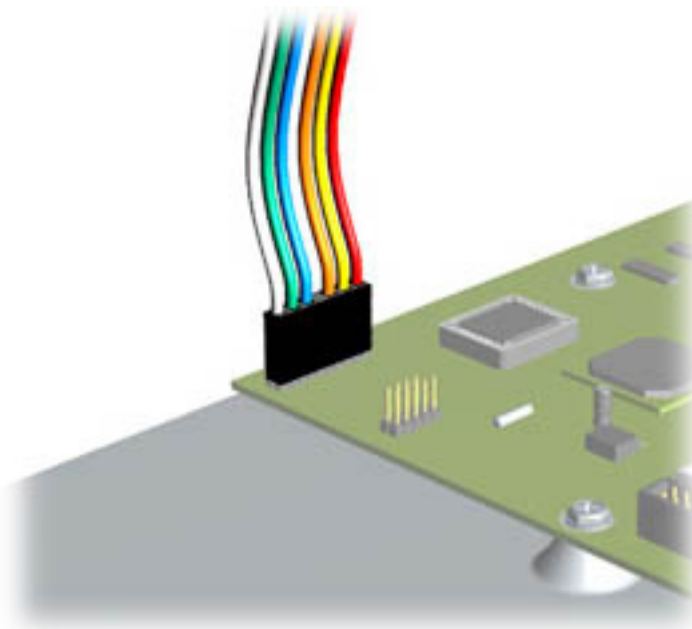
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Removal

10. Disconnect the power button cable from the system board.

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OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
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POWER SUPPLY
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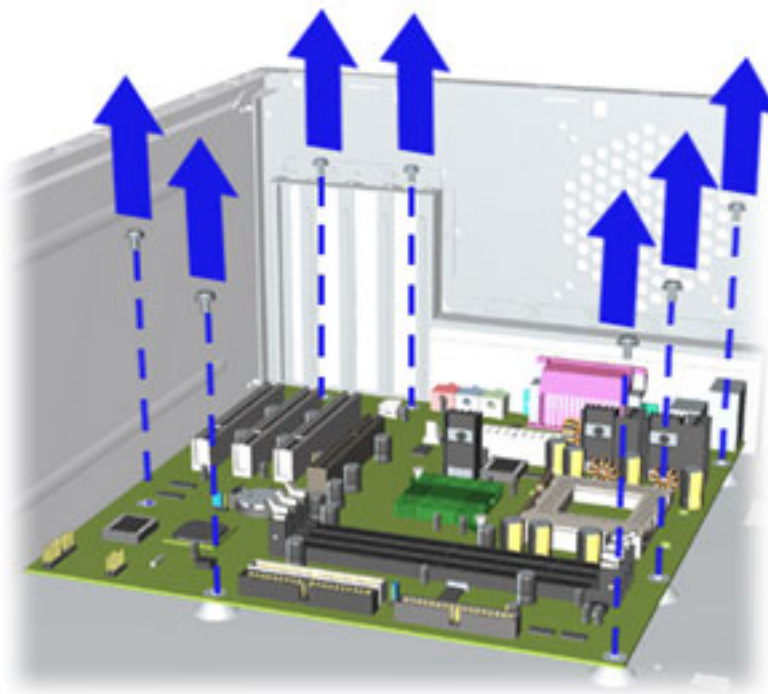
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Removal

11. Remove the screws securing the system board to the chassis.
NOTE: The number of screws varies by model.
12. Remove system board from the chassis.

Replacement

To replace the system board, reverse the previous procedure.

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OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
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POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

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COMPONENTS

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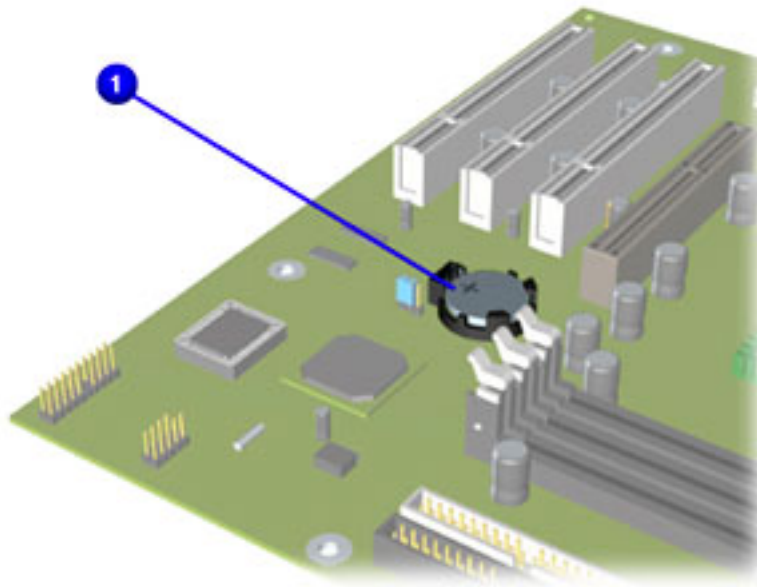
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Door)

Removing the RTC Battery



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the side access panel.](#)
3. Locate the RTC battery **1**.

[Next Step](#)

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
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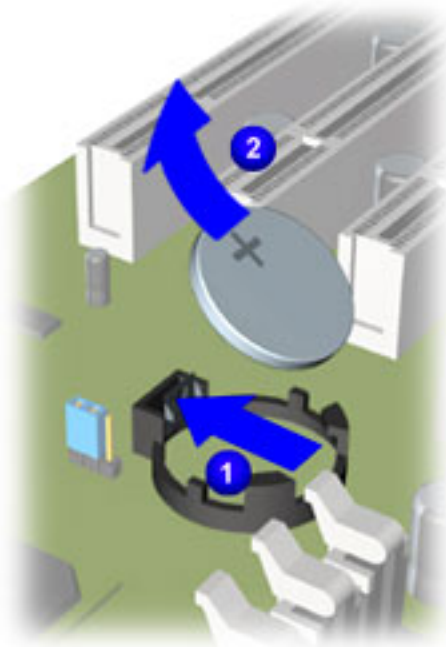
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Removal

4. Pull out on the socket lever **1** and lift the RTC battery **2** out of the socket.

To replace the RTC battery, reverse these procedures.

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OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS
(RTC Battery,

Microprocessor/Heatsink
Assembly)



WARNING

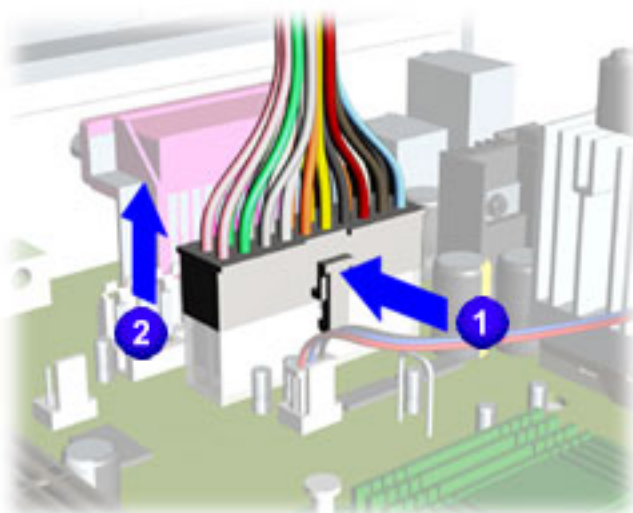
The clock/CMOS lithium battery may explode if mistreated. Do not abuse.
Use only replacement batteries supplied by Compaq Computer Corporation.

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Removing the Power Supply Assembly, Continued



Removal

4. Push the power supply cable clip **1** inward, and pull the power cable **2** from the connector on the system board.

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OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)

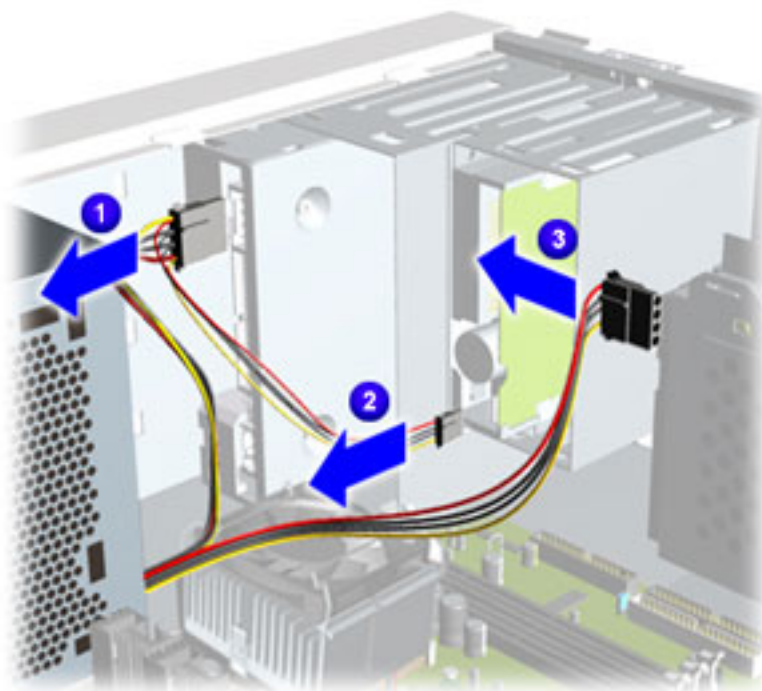
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Removal

5. Disconnect the power supply power cables from the CD **1**, CD-RW, and/or DVD drive, disk drive **2**, and hard drive **3**.

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OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
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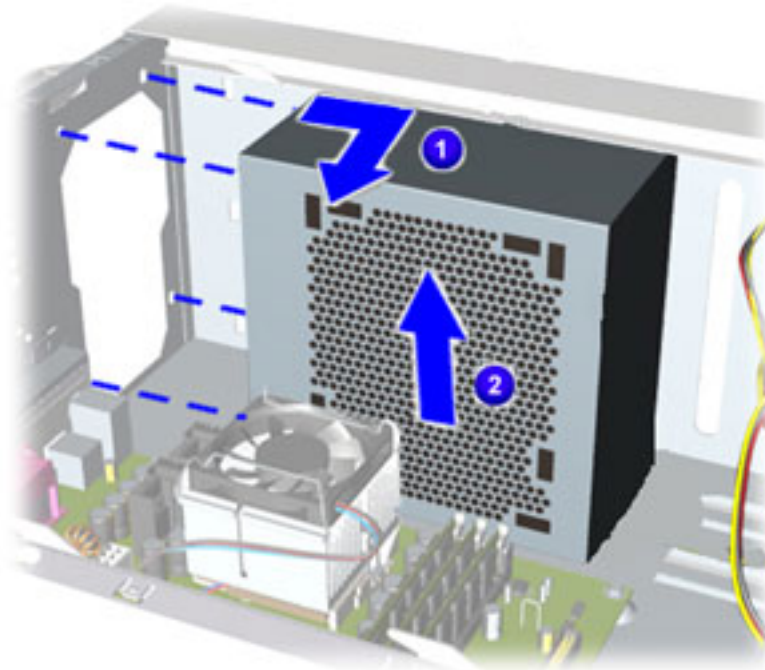
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Removing the Power Supply Assembly, Continued



Removal

6. Slide the power supply toward the front of the unit **1**, pull the power supply then lift it up from the chassis in an angled position **2**.

Replacement

To replace the power supply assembly, reverse the previous procedure.

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

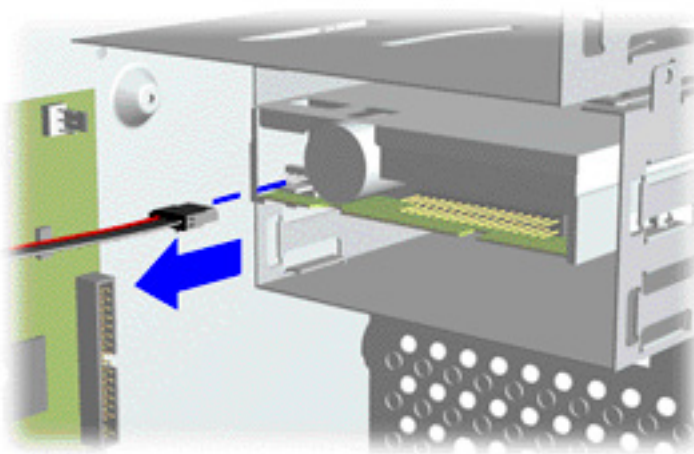
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Removing the Disk Drive, Continued



Removal

5. Disconnect the power cable connected to the drive.

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OPTICAL AND MASS

STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY

ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD

COMPONENTS

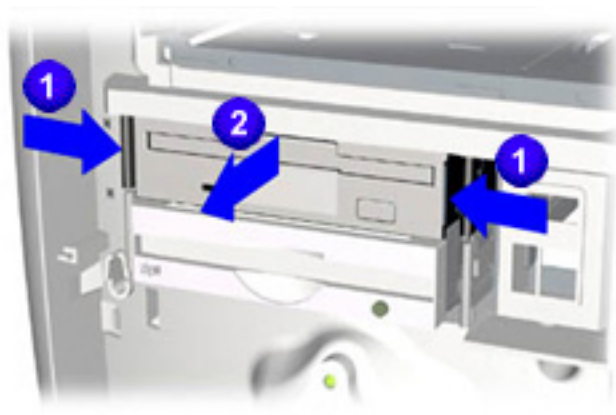
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(Lower Front Panel -
Open the CD Storage
Door)

Removal

6. [Open the CD storage door \(Lower Front Panel\).](#)
7. [Remove the top door.](#)
8. To release the drive, press inward **1** on the side rails of the drive and pull the drive **2** from the chassis.

[Next Step](#)

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

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COMPONENTS

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Removing the Disk Drive Rails



Removal

To remove the drive rails, complete the following step.

Pull the drive rails from each side of the drive by using a gentle rocking motion.

Replace

To replace the drive rails reverse the previous procedure.

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OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)

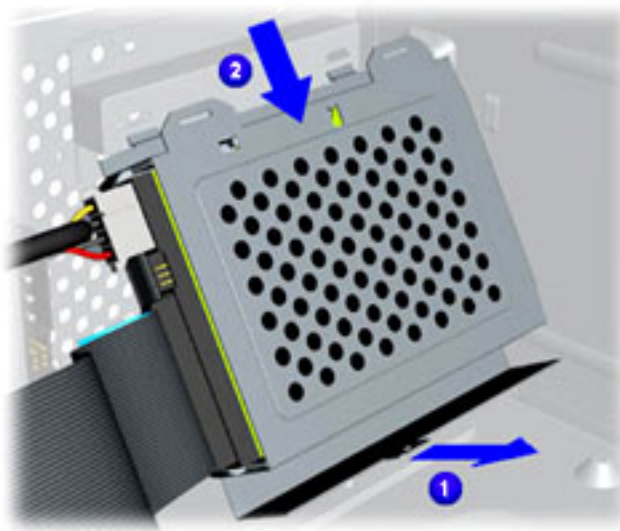


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Removing the Hard Drive, Continued



Removal

4. Lift the hard drive bracket from the bottom **1** and pull it toward the interior of the chassis. Slide the hard drive bracket **2** (with hard drive attached) from the chassis slots to remove it.

[Next Step](#)

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
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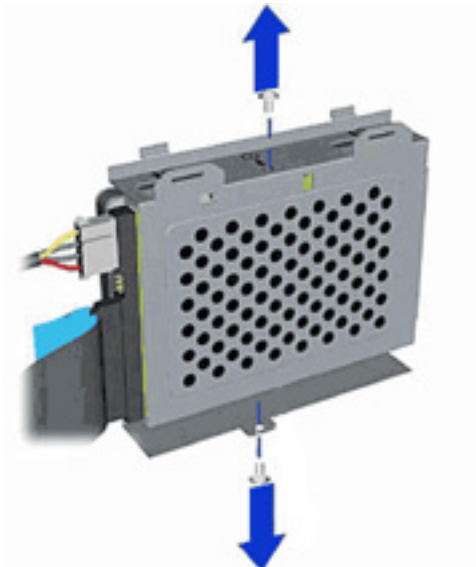
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Removal

5. Remove the two screws securing the hard drive to the hard drive bracket.

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OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
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POWER SUPPLY
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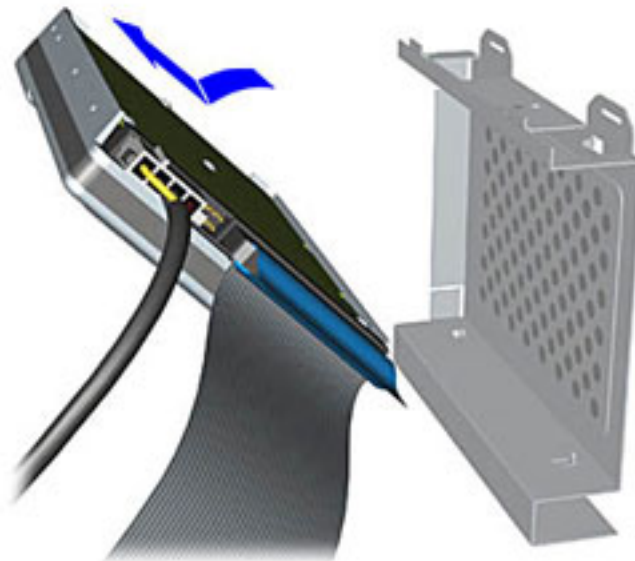
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Removing the Hard Drive, Continued



Removal

6. Remove the hard drive from the hard drive bracket.

[Next Step](#)

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)



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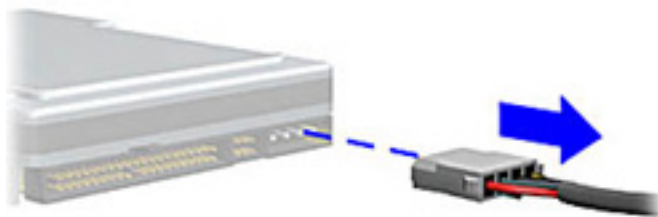
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Removal

7. Disconnect the hard drive power cable using a gentle rocking motion.

[Next Step](#)



OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

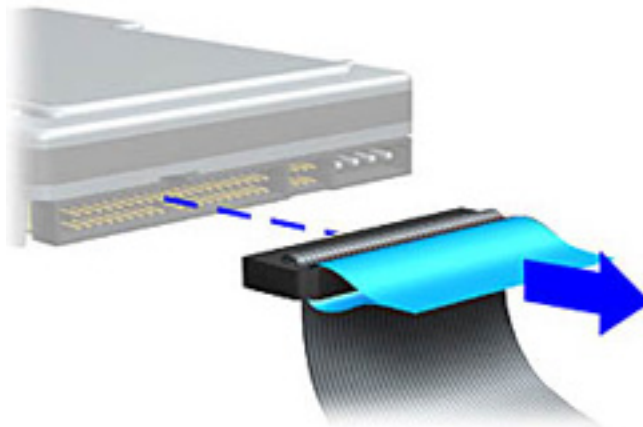
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Removal

8. Disconnect the hard drive data cable using a gentle rocking motion.

To replace the hard drive and bracket reverse the previous procedure.

[Return to Optical and Mass Storage Index Page](#)

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
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FRONT I/O BOARD

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(RTC Battery,
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Assembly)

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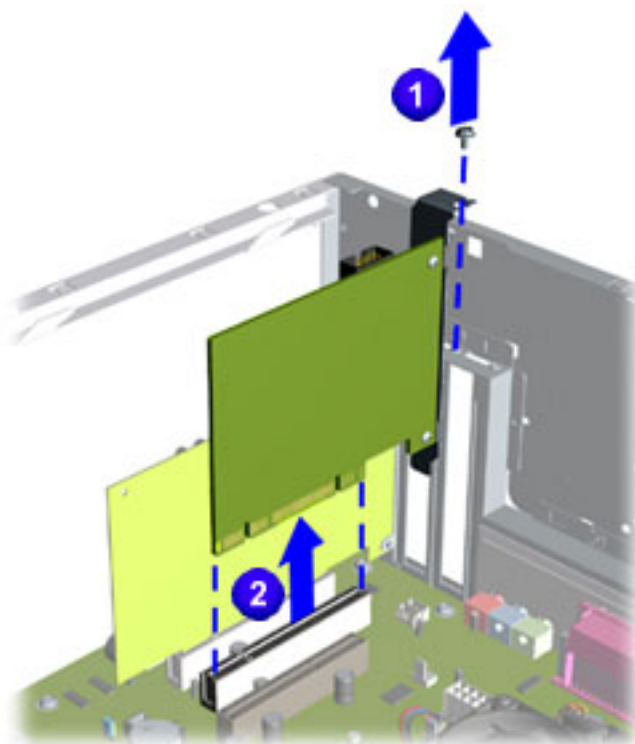
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Removing the 1394 Card, Continued



Removal

4. Remove the screw securing the 1394 card **1**.
5. Pull the 1394 card **2** using a gentle side-to-side rocking motion from the connector on the system board.

Replacement

Important: The 1394 card rear connector must be properly inserted into the rear chassis slot to ensure the card is properly seated into the connector on the system board.

1. Align the card with connector on the system board and rear connector slots on the chassis.
2. Reconnect the data cable and the power cable.
3. Replace the screw to secure the 1394 card to the chassis.

OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or
DVD Drive, Hard Drive,
Disk Drive)

POWER SUPPLY
ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
Assembly)

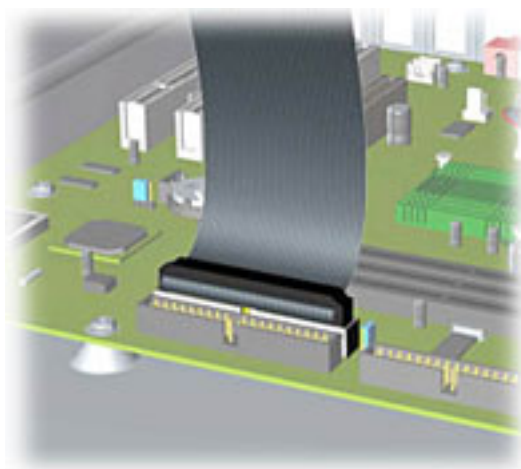
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(CD, CD-RW and/or DVD Drive, Hard Drive, Disk Drive)[POWER SUPPLY ASSEMBLY](#)

Service Considerations Cable

Positions: CD/CD-RW, and DVD



This image indicates the cable routing for the CD, CD-RW, and/or DVD Drive to the system board.

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FRONT I/O BOARD

SYSTEM BOARD COMPONENTS

(RTC Battery, Microprocessor/Heatsink Assembly)

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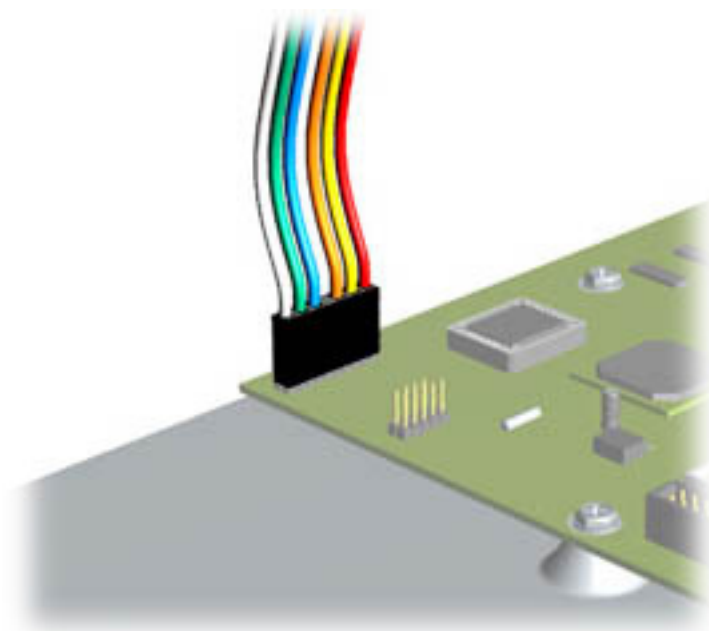
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This image indicates the cable routing for the Power Button to the system board.

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OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or DVD
Drive, Hard Drive, Disk
Drive)

POWER SUPPLY
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FRONT I/O BOARD

SYSTEM BOARD
COMPONENTS

(RTC Battery,
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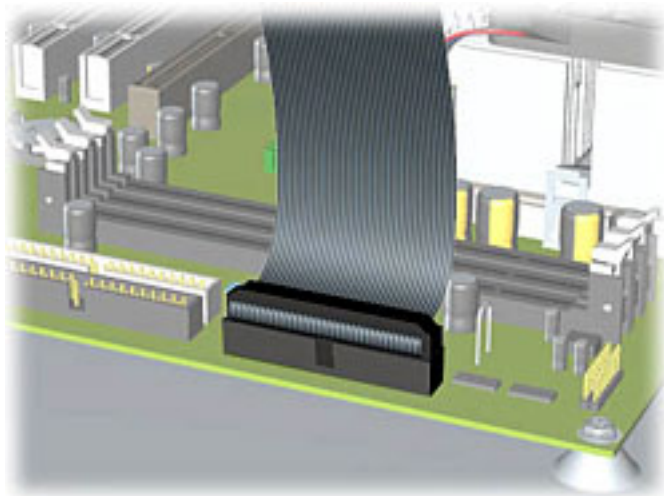
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Service Considerations

Cable Positions: Disk Drive



This image indicates the cable routing for the Disk Drive to the system board.

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POWER SUPPLY
ASSEMBLY

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(RTC Battery,
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Assembly)



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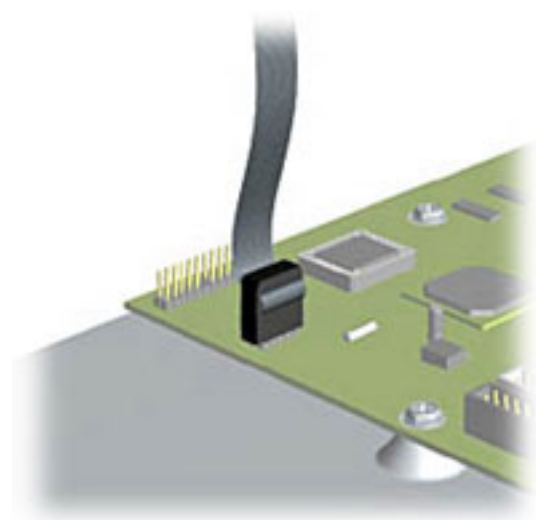
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Cable Positions: Button Board



This image indicates the cable routing for the Button Board to the system board.

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STORAGE DEVICES

(CD, CD-RW and/or DVD
Drive, Hard Drive, Disk
Drive)

POWER SUPPLY ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD COMPONENTS

(RTC Battery,
Microprocessor/Heatsink
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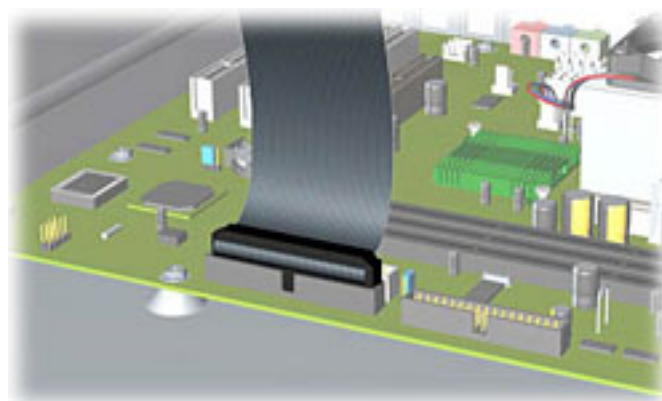
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Service Considerations

Cable Positions: Hard Drive



This image indicates the cable routing for the Hard Drive to the system board.

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OPTICAL AND MASS
STORAGE DEVICES

(CD, CD-RW and/or DVD
Drive, Hard Drive, Disk
Drive)

POWER SUPPLY
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SYSTEM BOARD
COMPONENTS

(RTC Battery,
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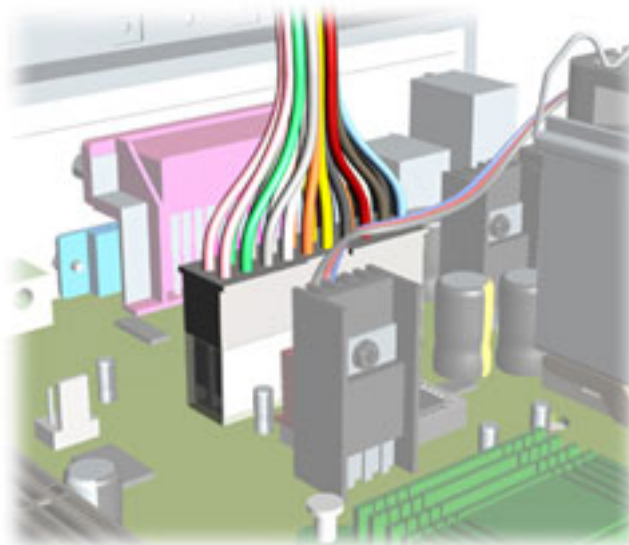
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(CD, CD-RW and/or DVD Drive, Hard
Drive, Disk Drive)

Service Considerations

Cable Positions: Power Supply Assembly



This image indicates the cable routing for the Power Supply Assembly to the system board.

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POWER SUPPLY ASSEMBLY

FRONT I/O BOARD

SYSTEM BOARD COMPONENTS

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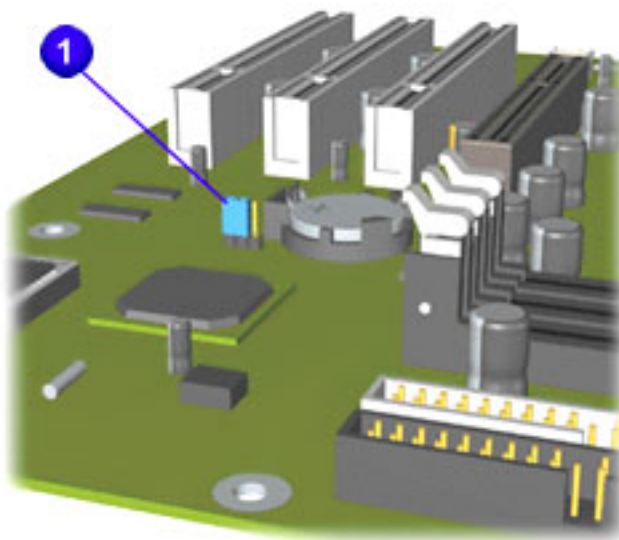
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Clearing CMOS

If the power-on password is unknown, clearing CMOS will disable the password and allow the computer to boot.

The location of the Real-time clock (RTC) battery is shown on the system board illustration below.



1. [Complete the preparation for disassembly procedures.](#)
2. [Remove the side access panel.](#)
3. To disable the password, move the jumper 1 from pins 1-2 (normal) to pins 2-3 (clear CMOS) for 10 seconds, then return to pins 1-2



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Power-On Self Test (POST)

POWER-ON SELF
TEST (POST)

POST is a series of diagnostic tests that run automatically when the system is turned on. After the computer is turned on, **POST** checks the following assemblies to ensure that the computer system is functioning properly:

[CONFIGURATION](#)[DIAGNOSTIC
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1. Keyboard
2. System board
3. Memory modules
4. Video memory
5. Disk drives
6. Hard drives
7. Power supply

[TROUBLESHOOTING
WITHOUT
DIAGNOSTICS](#)

POST also detects the type of mass storage devices installed in the computer.

If **POST** finds an error in the system, an error condition is indicated by an audible and/or visual message. The table below gives explanations of the error codes and a recommended course of action.

Note	An external speaker must be installed into the speaker output connector to hear the audible beeps during POST .
------	--

Click a link below to find the probable cause and recommended action for a given error message.

Disk A Error	Keyboard Controller Error	System BIOS Shadowed
Extended RAM failed at offset	Keyboard Error	System Cache Error
Failing Bits	Operating System Not Found	System CMOS Checksum Back

Fixed Disk 0 or 1 Failure	Parity Check 1	System RAM Failed at Offset
Fixed Disk Controller Failure	Parity Check 2	System Timer Error
Incorrect Drive A Type	Real Time Clock Error	UMP Upper Limit Segment
Invalid NVRAM Media Type	System Battery is Dead	Video BIOS Shadowed

POST Messages

Error Message	Probable Cause	Recommended Action
Disk Drive A Error	Drive A is present, but fails the BIOS POST disk tests.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the signal cables. 3. Replace the disk drive.
Extended RAM failed at offset nnn	Extended memory not working or not configured properly.	<ol style="list-style-type: none"> 1. Replace the memory modules. 2. Replace the system board.
Failing Bits nnn	nnn is a map of the bits at the RAM address which failed the memory test.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board.
Fixed Disk 0 or 1	Hard drive is not working or not configured properly.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board.
Fixed Disk Controller Failure	Hard drive is not working or not configured properly.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board.
Incorrect Drive A Type	Type of disk in drive A not correctly indentified.	<ol style="list-style-type: none"> 1. Replace the memory modules. 2. Replace the disk drive.
Invalid NVRAM Media Type	Problem with NVRAM (CMOS) access.	Replace the system board .
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Keyboard Controller Error	Keyboard, I/O keyboard controller (on system board), or mouse error.	<ol style="list-style-type: none"> 1. Replace the keyboard. 2. Replace the mouse. 3. Replace the system board.
Keyboard Error	Keyboard, I/O keyboard controller (on system board), or mouse error.	<ol style="list-style-type: none"> 1. Replace the keyboard. 2. Replace the mouse. 3. Replace the system board.
Operating System not found	Operating system cannot be located on either drive A: or C:.	Run Setup .
Parity Check 1	Parity error found in the system bus.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the memory modules. 3. Replace the system board.
Parity Check 2	Parity error found in the I/O bus.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the ISA board (modem).
Real Time Clock Error	Real-time clock fails BIOS test.	Replace the system board .
System Battery is Dead	RTC battery is dead.	<ol style="list-style-type: none"> 1. Replace the RTC battery. 2. Run Setup.
Return to top		
System BIOS Shadowed	System BIOS copied to Shadow RAM.	Status Message: no action required.
System Cache Error	RAM cache failed the BIOS test.	Run Setup .
System CMOS Checksum Bad	CMOS is corrupted or modified incorrectly.	Run Setup .
System RAM failed at Offset, nnn	System RAM failed.	Replace the memory modules .

System Timer Error	DMA, timers, etc.	Replace the system board .
UMB Upper Limit Segment Address, nnn	Displays the address nnn of the upper limit of Upper Memory Blocks, indicating released segments of the BIOS.	Status Message: no action required.
Video BIOS Shadowed	Video BIOS successfully copied to shadow RAM.	Status Message: no action required.
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Configuration

This section explains how to use Setup and Compaq Utilities which should be accessed in the following ways:

1. When a system configuration error is detected during the POST.
2. To change factory default settings for some of the computer features.
3. To change the system configuration, which is sometimes necessary when you add or remove optional hardware.
4. To set system configuration features.

Click a link below to go to the appropriate subsection:

[Preparing the Computer](#)

[Setup](#)

[Accessing Compaq Utilities Options](#)

[View System Information \(INSPECT\)](#)

Preparing the Computer

3. Ensure proper ventilation. The computer should have a 3-inch (7.6cm) clearance of the system unit.
4. Turn off the computer and peripheral devices.
5. Disconnect any peripheral devices other than the monitor and keyboard. Do not disconnect if you want to test or use it to log error messages.
6. Install loop-back and terminating plugs for complete testing

Setup

3. Modify settings for audio, storage, power management, communications, and input devices.
4. Get an overall picture of the computer's hardware configuration.
5. Verify configuration parameters in determining problems.
6. Set time and date.

Running Setup

To access the Setup utility, turn on the computer and press the F10 key when the Compaq logo appears on your screen.

Note	The actual menu displayed on your computer may vary slightly, depending on your configuration.
------	--

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Accessing Compaq Utilities Options

This section provides information about the menu options accessible from the Compaq Utilities menu.

Create a Compaq Utilities Disk

A Compaq Utilities disk must be created to troubleshoot the system. To create the disk, complete the following steps:

1. Insert the QuickStore CD into the CD drive.
2. From the Windows desktop, click on Start, then Programs, then Windows Explorer.
3. Click on the CD drive icon.
4. Double-click on the PCdiags folder.
5. Insert a disk in the disk drive.
6. Double-click on the QRST5.exe icon.
7. Press Enter when the QuickStore label appears.
8. After the CD has completed copying to the disk, eject the QuickStore CD.

Running Compaq Utilities

To run Compaq Utilities, turn on or reboot the computer with the Compaq Utilities disk in the disk drive. The menu will appear on your screen.

View System Information (INSPECT)

The View System Information (INSPECT) utility provides information about the system once it is configured. INSPECT operates with MS-DOS and provides information about the operating system, including:

1. Contents of the operating system startup files
2. Current memory configuration
3. ROM version
4. Type of processor and coprocessor
5. Disk and hard drives
6. Active printer and communication interfaces
7. Modem

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Diagnostic Error Codes

[POWER-ON SELF
TEST \(POST\)](#)

Diagnostic error codes occur if the system recognizes a problem while running the program. These error codes help identify possibly defective subassemblies.

[CONFIGURATION](#)

Tables listed on this page give possible error codes and descriptions of the action required to resolve the error condition.

DIAGNOSTIC ERROR
CODES[TROUBLESHOOTING
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Important

Retest the system after completing each step. If the problem is resolved, do not proceed with the remaining diagnostic tests.

For assistance in the removal and replacement of a particular subassembly, see [Removal and Replacement Procedures](#).

100-xx	Processor	600-xx	Disk drive	3200-xx	Audio
200-xx	Memory	1 100-xx	Serial	3300-xx	CD or DVD
300-xx	Keyboard	1200-xx	Modem	xxxx-xx	CD-RW DVD
400-xx	Parallel (printer)	1700-xx	Hard drive	8600-xx	Pointing device interface
500-xx	Monitor	2400-xx	Video		

Processor Error Codes

Error Code:	Description:	Recommended Action:

101-xx	CPU test failed	Replace the system board and retest.
102-xx	Processor error	<ol style="list-style-type: none"> 1. Run Setup and retest. 2. Replace the processor and retest.
103-xx	DMA controller failed	<p>The following step applies to error code 103-xx through 106-xx:</p> <p>Replace the system board.</p>
104-xx	Interrupt controller failed	
105-xx	Port error	
106-xx	Keyboardcontroller self-test failed.	
107-xx	CMOS RAM test failed	<p>The following steps apply to error code: 107-xx through 109-xx:</p> <ol style="list-style-type: none"> 1. Replace the battery/ clock module and retest. 2. Replace the system board and retest.
108-xx	CMOS interrupt test failed	
109-xx	CMOS clock failed	
110-xx	Reprogrammable timer test failed	<p>The following steps apply to error codes 110-xx through 113-xx:</p> <p>Replace the system board and retest.</p>
111-xx	Refresh detect test failed	
112-xx	Speed test failed	
113-01	Protected mode test failed	
114-xx	Speaker test failed	<ol style="list-style-type: none"> 1. Verify the speaker connection. 2. Replace the system board and retest.
199-xx	Installed devices test failed	<ol style="list-style-type: none"> 1. Check system configuration. 2. Verify cable connections. 3. Check switch settings. 4. Run Compaq Utilities. 5. Replace the system board and retest.

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Error Code:	Description:	Recommended Action:
200-xx	Invalid memory configuration	<ol style="list-style-type: none"> 1. Verify memory module value compatibility. 2. Reinsert memory in the correct location.
201-xx	Memory machine ID test failed	<p>The following steps apply to error codes 201-xx and 202-xx:</p> <ol style="list-style-type: none"> 1. Flash the ROM and retest. 2. Replace the memory and retest. 3. Replace the system board and retest.
202-xx	Memory system ROM checksum failed	
203-xx	Memory write/read test failed	
204-xx	Memory address test failed	<p>The following steps apply to error codes 203-xx through 210-xx:</p> <ol style="list-style-type: none"> 1. Remove one memory module at a time until the error message stops. 2. Replace other removed modules one at a time, testing each to ensure the error does not return. 3. Replace the system board and retest
206-xx	Increment pattern test failed	
210-xx	Random pattern test failed	

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Keyboard Error Codes

Error Code:	Description:	Recommended Action:
301-xx	Keyboard short test, 8042 self-test failed	<p>The following steps apply to error codes 301-xx through 304-xx:</p> <ol style="list-style-type: none"> 1. Check the keyboard connection. If disconnected, turn the computer off and
302-xx	Keyboard long-test failed	

303-xx	Keyboard LED test, 8042 self-test failed	connect the keyboard. 2. Replace the keyboard and restart. 3. Replace the system board and retest.
304-xx	Keyboard typematic test failed	

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Monitor (VGA or Flat-Panel) Error Codes

Error Code:	Description:	Recommended Action:
501-xx	Video controller test failed	The following step applies to error codes 501-xx through 516-xx: Replace the system board and retest.
502-xx	Video memory test failed	
503-xx	Video attribute test failed	
504-xx	Video character set test failed	
505-xx	Video 80 x 25 mode 9 x 14 character cell test failed	
506-xx	Video 80 x 25 mode 9 x 14 character cell test failed	
507-xx	Video 40 x 25 mode test failed	
508-xx	Video 320 x 200 mode color set 0 test failed	
509-xx	Video 320 x 200 mode color set 1 test failed	
510-xx	Video 640 x 200 mode test failed	
511-xx	Video screen memory page test failed	
512-xx	Video gray scale test failed	
514-xx	Video white screen test failed	
516-xx	Video noise pattern test failed	

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Disk Drive Error Codes

Error Code:	Description:	Recommended Action:
600-xx	Disk ID drive types test failed	<p>The following steps apply to error codes 600-xx through 698-xx:</p> <ol style="list-style-type: none"> 1. Replace the disk and retest. 2. Check and/ or replace the disk power and signal cables and retest. 3. Replace the disk drive and retest. 4. Replace the system board and retest.
601-xx	Disk format failed	
602-xx	Disk read test failed	
603-xx	Disk write, read, compare test failed	
604-xx	Disk random seek test failed	
605-xx	Disk ID media test failed	
606-xx	Disk speed test failed	
607-xx	Disk wrap test failed	
608-xx	Disk write-protect test failed	
609-xx	Disk reset controller test failed	
610-xx	Disk change line test failed	
694-xx	Pin 34 is not cut on 360KB disk drive	
697-xx	Disk type error	
698-xx	Disk drive speed not within limits	
699-xx	Disk drive/ media ID error	<ol style="list-style-type: none"> 1. Replace media. 2. Run Setup.

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Modem Error Codes

Error Code:	Description:	Recommended Action:
1201-xx	Modem Internal Loop-Back Test	<p>The following steps apply to 1201-xx through 1210-xx:</p> <ol style="list-style-type: none"> 1. Refer to modem documentation procedures.
1202-xx	Modem Time-Out Error	
1203-xx	Modem External Termination Test	

1204-xx	Modem Auto Originate Test
1206-xx	Dial Multifrequency Tone Test
1210-xx	Modem Direct Connect Test

2. Check the modem line.
3. Replace the modem device.

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Hard Drive Error Codes

Error Code:	Description:	Recommended Action:
1700-xx	Hard drive ID types test failed	<p>The following steps apply to error codes 1700-xx through 1799-xx:</p> <ol style="list-style-type: none"> 1. Run Setup and verify drive type. 2. Replace the hard drive signal and power cables and retest. 3. Replace the hard drive and retest. 4. Replace the system board and retest.
1701-xx	Hard drive format test failed	
1702-xx	Hard drive read test failed	
1703-xx	Hard drive write/ read/ compare test failed	
1704-xx	Hard drive random seek test failed	
1705-xx	Hard drive controller test failed	
1706-xx	Hard drive ready test failed	
1707-xx	Hard drive recalibration test failed	
1708-xx	Hard drive format bad track test failed	
1709-xx	Hard drive reset controller test failed	
1710-xx	Hard drive park head test failed	
1714-xx	Hard drive file write test failed	
1715-xx	Hard drive head select test failed	
1716-xx	Hard drive conditional format test failed	
1717-xx	Hard drive ECC (Error Correction Code) test failed	
1719-xx	Hard drive power mode test failed	
1730-xx	Fixed Disk 0 does not support DMA mode	
1731-xx	Fixed Disk 1 does not support DMA mode	
1740-xx	Fixed Disk 0 failed Set Block Mode command	

1741-xx	Fixed Disk 1 failed Set Block Mode command
1750-xx	Fixed Disk 0 failed Identity command
1751-xx	Fixed Disk 1 failed Identity command
1760-xx	Fixed Disk 0 does not support Block Mode
1761-xx	Fixed Disk 1 does not support Block Mode
1790-xx	Disk 0 Configuration Error
1792-xx	Secondary Disk Controller Failure
1799-xx	Invalid hard drive type failed

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Video Error Codes

Error Code:	Description:	Recommended Action:
2402-xx	Video memory test failed	<p>The following steps apply to error codes 2402-xx through 2456-xx:</p> <ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board and retest.
2403-xx	Video attribute test failed	
2404-xx	Video character set test failed	
2405-xx	Video 80 x 25 mode 9 x 14 character cell test failed	
2406-xx	Video 80 x 25 mode 8 x 8 character cell test failed	
2407-xx	Video 40 x 25 mode test failed	
2408-xx	Video 320 x 200 mode color set 0 test failed	
2409-xx	Video 320 x 200 mode test failed	
2410-xx	Video 640 x 200 mode test failed	
2411-xx	Video screen memory page test failed	
2412-xx	Video gray scale test failed	

2414-xx	Video white screen test failed
2416-xx	Video noise pattern test failed
2418-xx	ECG/VGC memory test failed
2419-xx	ECG/VGC ROM checksum test failed
2420-xx	ECG/VGC attribute test failed
2421-xx	ECG/VGC 640 x 200 graphics (256-color mode) test failed
2422-xx	ECG/VGC 640 x 350 16-color set test failed
2423-xx	ECG/VGC 640 x 350 64-color set test failed
2424-xx	ECG/VGC monochrome text mode test failed
2425-xx	640 x 480 graphics test failure
2431-xx	640 x 480 graphics test failure
2432-xx	320 x 200 graphics (256-color mode) test failed
2448-xx	Advanced VGA Controller test failed
2451-xx	132-column Advance VGA test failed
2456-xx	Advanced VGA 256-color test failed
2468-xx	Advanced VGA BitBLT test
2477-xx	Advanced VGA datapath test

The following steps apply to error codes 2468-xx through 2480-xx:

1. Run [Setup](#).
2. Replace the [system board](#) and retest.

2478-xx	Advanced VGA BitBLT test
2480-xx	Advanced VGA Linedraw test

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Audio Error Codes

Error Code:	Description:	Recommended Action:
3206-xx	Audio System Internal Error	Replace the system board and retest.

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CD or DVD Drive Error Codes

Error Code:	Description:	Recommended Action:
3301-xx	CD or DVD drive read test failed	<p>The following steps apply to error codes 3301-xx through 3305-xx and 66xx-xx:</p> <ol style="list-style-type: none"> 1. Replace the CD or DVD disk and retest. 2. Check the jumper settings on the CD or DVD drive. 3. Check and/or replace the power and signal cables and retest. 4. Replace the CD or DVD drive and retest.
3305-xx		
66xx-xx		

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Pointing Device Interface Error Codes

Error Code:	Description:	Recommended Action:
8601-xx	Pointing Device Interface test failed	<ol style="list-style-type: none"> 1. Replace with a working device and retest. 2. Replace the system board and retest.

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CD-RW Drive Error Codes

Error Code:	Description:	Recommended Action:
xxxx-xx	CD-RW drive	<p>The following steps apply to error codes xxxx-xx through xxxx-xx:</p> <ol style="list-style-type: none"> 1. 2.

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Troubleshooting Without Diagnostics

This section describes some simple, preliminary tests and guidelines for troubleshooting the computer.

Checklist for Solving Minor Problems:

If you encounter some minor problem with the computer or software application, go through the following checklist for possible solutions before running any of the diagnostic utilities:

1. Is the computer connected to the working power outlet?
2. Is the computer turned on and the power light illuminated?
3. Are all the cables connected properly and seated?
4. Are all of the necessary device drivers installed?
5. Is the CONFIG.SYS file correct?
6. Is the AUTOEXEC.BAT file (MS-DOS) or STARTUP.CMD file correct?
7. Was a nonbootable disk loaded in the disk drive at power-up?
8. Are all the switch settings correct?
9. Was Computer Setup run after installing options (memory, disk drives, etc.) and booted installing industry standard architecture boards?

Quick checks and possible solutions for problems related to these topics:

CD Drive	Disk Drive	Power
DVD Drive	Hard Drive	

In addition, this section provides information for [resolving hardware conflicts](#).

CD Drive		
Problem	Probable Cause	Possible Solution
Cannot read compact disc.	CD is not properly seated in the drive.	Eject the CD, then re-insert it, pressing CD firmly to correctly seat it in the drive.
	CD has been loaded upside down.	Eject the CD, turn it over, then reload.
	CD may be dirty or scratched.	Load another CD disk.
Cannot eject compact disc (tray-load only).	Power cycle delay.	After turning the computer off, wait 30 seconds before turning the computer on again.
	CD drive is not connected properly.	Open the computer and check to see if the cable is connected properly.
	Proper driver is not loaded.	Restart the system and make sure the drivers are loaded.

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DVD Drive		
Problem	Probable Cause	Possible Solution
Cannot read DVD disk.	DVD or CD is not properly seated in the drive.	Eject DVD or CD, press down on the drive firmly to correctly seat it in the drive.
	DVD or CD has been loaded upside down.	Eject the disk, turn it over, then reload.
	DVD or CD disk may be dirty or scratched.	Load another DVD disk.

DVD does not work in the DOS mode.	Proper drivers are not loaded.	Restart the system and make sure the DVD drivers are loaded.
Cannot eject DVD disk.	The system is in the Sleep mode.	Press the Power button to bring the system down full power, then eject the DVD.
	The DVD, disk, or hard drive was active when attempting to eject the DVD.	Wait until all drive activity ends, then eject the DVD.
	DVD disk is not properly seated in the drive.	Turn off the computer, insert a straight pin into the emergency eject hole, then push firmly. Slowly pull the tray out from the drive until fully extended, then remove the DVD disk.
DVD drive devices are not detected.	DVD drive is not connected properly.	Open the computer and check to see that the cable is connected properly.
	Incorrect driver is installed.	Ensure the correct driver is installed in computer.
	Drive has been changed.	Make sure the jumper setting is set for "Setup."
	Proper drivers are not loaded.	Restart the system and make sure the DVD drivers are loaded.

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Digital Dashboard		
Problem	Probable Cause(s)	Possible solution

Digital Dashboard displays component icons.	Digital Dashboard has not detected system components.	When the power button is pressed, the computer is powered on. The LCD display will display the icons: keyboard, mouse, and monitor. If all components are not detected, the icons will need to be displayed. If these components are seen, the icons will disappear.
Digital Dashboard display is blank.	Check the power cable connection to the system board.	When the power cable is properly connected, the display will display, "Push To Start."

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Hard Drive		
Problem	Probable Cause(s)	Possible Solution
Hard drive error occurs.	Hard disk has bad sectors or has failed.	Run Computer Setup. Reformat the hard disk.
Drive not found.	Cable could be loose.	Check cable connections.
Disk transaction problem.	Either the directory structure is bad or there is a problem with a file.	From the desktop click on the Start menu, Programs, Accessories, System Tools, and check for problems. If problems exist, run scandisk and checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large enough allocation units is found, click on the Start button and choose Programs, Accessories, System Tools, Disk Defragmenter.
Nonsystem disk message.	The system is trying to start from a disk that is not bootable.	Remove the disk from the disk drive.

	The system is trying to start from the hard drive but the hard disk has been damaged.	Insert a bootable disk into the disk drive and restart the computer with Ctrl+Alt+Del.
	Disk boot has been disabled in Computer Setup.	Run Computer Setup and enable disk drives.
Hard drive operation seems slow, or hard drive activity light is not on, or stays on without blinking.	The hard disk files may be fragmented.	From the desktop click on the Start menu, Programs, Accessories, System Tools, and check for problems. If problems exist, run scandisk and checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large enough allocation units is found, click on the Start button and choose Programs, Accessories, System Tools, Disk Defragmenter.

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Hardware Installation		
Problem	Probable Cause(s)	Possible Solutions
A new device is not recognized as part of the computer system.	When the system advised you of changes to the configuration, you did not save the changes.	Reboot the computer and follow the instructions for saving changes.
	The system may not have automatically recognized the new device.	Run Computer Setup and identify the device.
	The cables for the new external device are loose, or the power cables are unplugged.	Check all cables.

	The power switch for the new external device is not turned on.	Turn off the computer, turn on the external device and then turn on the computer to integrate the new modes of the computer.
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Power	
Problem	Possible Solution
Computer will not turn on.	Ensure that the computer is connected to a power supply.
Computer does not automatically display the date and time.	The real-time clock (RTC) battery may need to be replaced. Click Here for replacement procedures.
Computer does not beep during POST.	The speaker volume may have been turned down. Select the Volume option from the Control Panel and adjust the volume.
Computer powered off automatically.	The unit temperature may have been exceeded. Check for function and blockage.

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USB Ports		
Problem	Probable Cause(s)	Possible Solution
Port 3 cannot work with any slow speed devices.	The device is plugged into the wrong port.	Check to see if the keyboard is plugged into the CPU. Ensure that the USB device is properly inserted into the port.
USB device does not work with the system.	The USB device and the system may use different USB architectures.	Ensure that the USB device and the system have the same USB architecture. (UHCI-compliant devices only work with a UHCI-compliant system, and compliant devices will only work with a OHCI-compliant system.)

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Disk Drive		
Problem	Probable Cause(s)	Possible Solution
Disk drive light stays on.	Disk may be damaged.	
	Disk may be installed incorrectly	
	Software program may be damaged.	
Disk drive cannot write to a disk.	Disk is not formatted.	
	Disk is write-protected.	
	Writing to the wrong drive.	
	Not enough space is left on the disk.	
Disk drive cannot read a disk.	Disk is not formatted.	
	Using the wrong disk type for the drive type.	
	Reading the wrong drive.	
	Disk drive has been disabled by Computer Setup.	

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Resolving Hardware Conflict

Hardware conflicts occur when two or more peripheral devices attempt to use the same hardware resources. I/O addresses, interrupts, and DMA channels are the most common hardware resources used by peripheral devices.

Base I/O address	220H
Interrupt	IRQ 5
8-bit DMA	Channel 1

When different peripheral devices use the same hardware resources at the same time, the devices and/or the system may not function properly. You can resolve hardware conflicts by ensuring that no devices are configured to use the same hardware resources. These resources can either be dipswitch or jumper settings on the peripheral card or software configurable resources. The Computer Setup selection of your Compaq Utilities allows you to view and modify the settings for the peripheral devices factory installed in your computer. Refer to the User's Guide for the particular peripheral cards you wish to install for information on how to view and select their settings.

To resolve hardware conflicts:

1. Change the hardware settings of your audio card or other peripheral card in your system. Make sure the peripheral card is using any settings used by the factory-installed devices.
2. If you are unsure of the settings of the peripheral cards, you can isolate the source of the problem by temporarily removing all cards not manufactured by Compaq, or resetting the default settings and running Compaq Utilities. After that, add the cards back one at a time until the card that is causing the conflict is found.

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Model	Processor	Hard Drive	CD/ CD-RW/ DVD	Memory	Secondary Drive
5UV430	Dur 800 MHz	20.0 GB	48x-tray	64 PC 133up	
5UV430	Dur 800 MHz	20.0 GB	10x/12x/16x DVD	64 PC 133up	
5WV450	Dur 850 MHz	20.0 GB	8X CD-RW	64 PC 133up	
5WV450	Dur 900 MHz	20.0 GB	8X CD-RW	64 PC 133up	
5WV450	Dur 850 MHz	20.0 GB	8X CD-RW	64 PC 133up	
5WV451	Dur 850 MHz	20.0 GB	8X CD-RW	64 PC 133up	
5WV452	Ath 1.0 GHz	20.0 GB	48x-tray	64 PC 133up	
5WV461	Dur 800 MHz	20.0 GB	48x-tray	64 PC 133up	
5WV490	Ath 1.2 GHz	40.0 GB	10x/12x/16x DVD	128 PC 133up	CD-RW
5WV491	Ath 1.2 GHz/200	40.0 GB	8XCD-RW	128 PC 133up	
5000EA	Dur 800 MHz	20.0 GB	48x-tray	64 PC 100up	
5004EA	Dur 800 MHz	20.0 GB	10x/12x/16x DVD	64 PC 100up	

5008EA	Dur 850 MHz	20.0 GB	10x/12x/16x DVD	64 PC 100up	
5012EA	Dur 850 MHz	20.0 GB	CD-RW	64 PC 100up	
5016EA	Dur 850 MHz	20.0 GB	10x/12x/16x DVD	64 PC 100up	
5020EA	Ath 900 MHz	30.0 GB	10x/12x/16x DVD	64 PC 100up	CD-RW
5024EA	Ath 1.0 GHz	40.0 GB	10x/12x/16x DVD	64 PC 100up	CD-RW
5028EA	Ath 1.0 GHz	40.0 GB	10x/12x/16x DVD	128 PC 100up	CD-RW
5032EA	Ath 1.3 GHz	60.0 GB	10x/12x/16x DVD	128 PC 100up	CD-RW
5002LA	Dur 850 MHz/200	30.0 GB	CD-RW	128 PC 133up	
5002LA	Dur 900 MHz	30.0 GB	CD-RW	64 PC 100up	
5004LA	Ath 1.0 GHz	40.0 GB	48x-tray	64 PC 100up	CD-RW
5006LA	Ath 1.1 GHz	60.0 GB	10x/12x/16x DVD	128 PC 100up	CD-RW
5006LA	Ath 1.2 GHz/200	80.0 GB	10x/12x/16x DVD	256 PC 133	CD-RW

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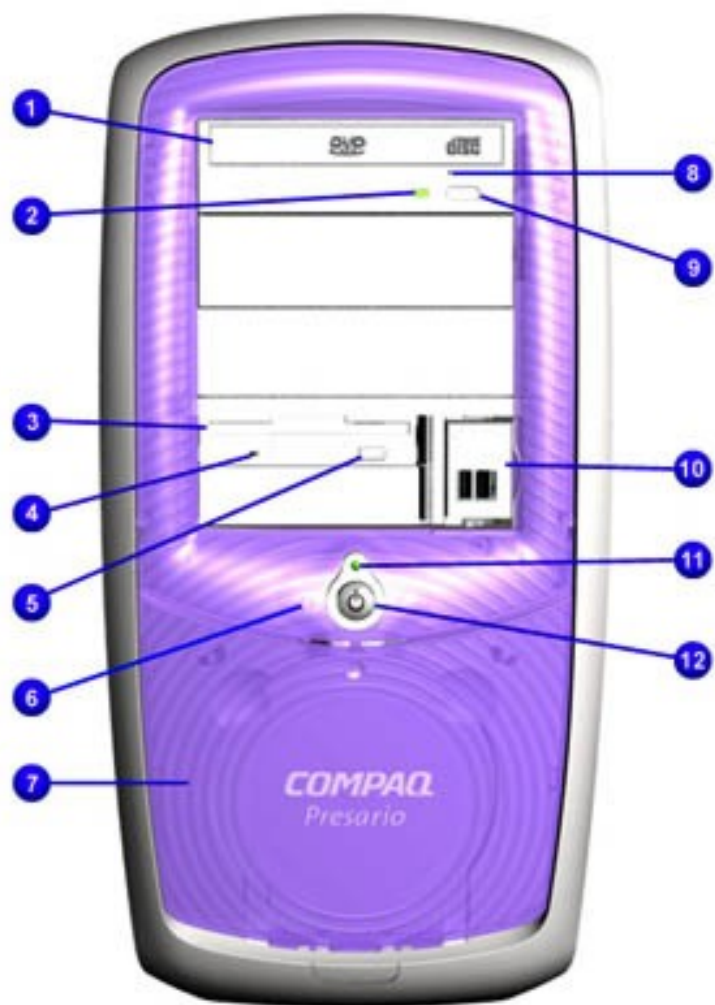
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- 1 CD-ROM, CD-RW, or DVD tray
(DVD drive available on selected models)
- 2 CD-ROM, CD-RW, or DVD Activity Light
- 3 Disk Drive Slot
- 4 Disk Drive Activity Light
- 5 Disk Drive Eject Button
- 6 Hard Drive Activity Light
- 7 CD Storage Tray
- 8 CD-ROM, CD-RW, or DVD Manual Eject Hole
- 9 CD-ROM, CD-RW, or DVD Manual Eject Button
- 10 Dual USB Connectors
- 11 Power On Light
- 12 Power On Button



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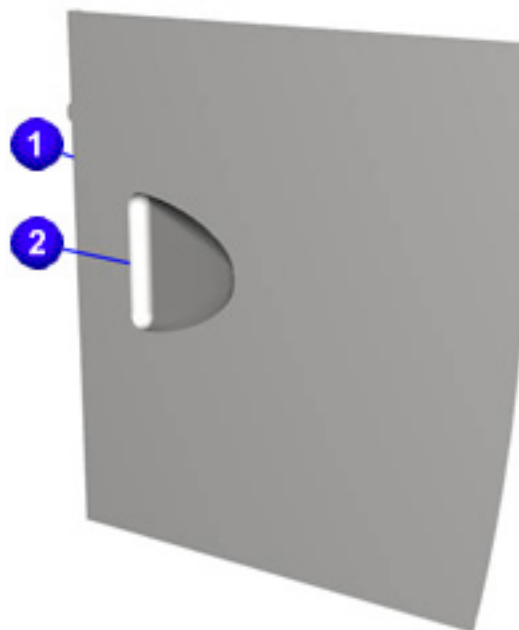
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Side Access Panel



- 1 Side Access Panel
- 2 Side Access Panel Handle

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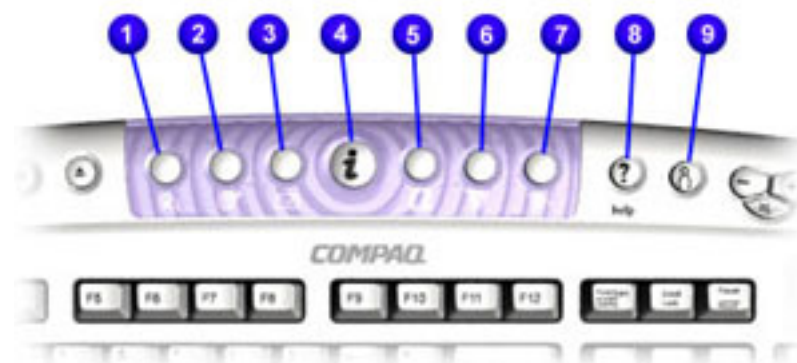
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CD/DVD Control Button Suite



- 1 CD/ DVD Play/ Pause
- 2 CD/ DVD Previous Track
- 3 CD/ DVD Next Track
- 4 CD/ DVD Stop
- 5 CD/ DVD Load/ Eject
- 6 Volume Down Button
- 7 Mute Button
- 8 Volume Up Button
- 9 Sleep Button

Internet Button Suite



- 1 Instant Search
- 2 Communication
- 3 Instant E-mail
- 4 Instant Internet
- 5 My Presario
- 6 Compaq Online Shopping
- 7 Entertainment
- 8 Quick Launch Help Button
- 9 Quick Launch My Program Button

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Rear CPU Connectors

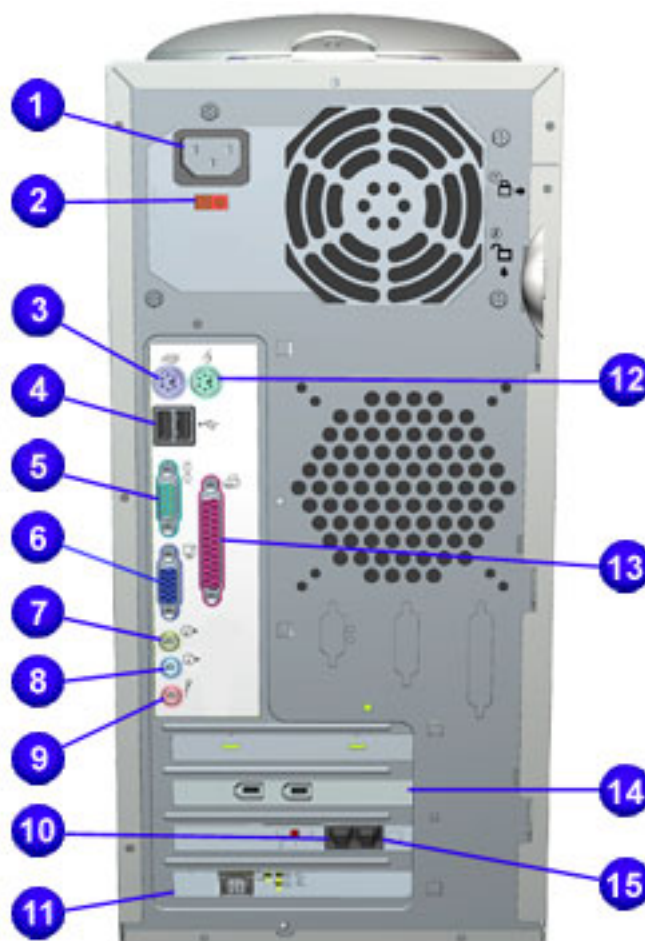
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- 1 AC Power Connector
- 2 Voltage Select Switch
- 3 PS2 Port for Keyboard
- 4 USB Port for connecting an Internet Keyboard or other USB devices
- 5 Serial Port for connecting a serial peripheral device
- 6 Video Port
- 7 Audio Out
- 8 Audio In
- 9 Microphone
- 10 Modem (from phone line)
- 11 Network Interface Card (NIC)
- 12 PS2 Port for Mouse
- 13 Parallel Port (Printer)
- 14 1394 Port
- 15 Modem (out to phone)

IMPORTANT: Connectors may vary depending on the model selected



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Power Cord Set Requirements

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Requirements

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The power cord set (flexible cord and wall plug) received with the computer meets the requirements for use in the country where the computer was purchased.

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Power cord sets for use in other countries must meet the requirements of the country where you use the computer. For more information on power cord set requirements, contact your Compaq authorized dealer, reseller, or service provider.

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General Requirements

The requirements listed below are applicable to all countries:

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1. The length of the power cord set must be at least 6.00 feet (1.8 m) and a maximum of 9.75 feet (3.0 m).
2. All power cord sets must be approved by an acceptable accredited agency responsible for evaluation in the country where the power cord set will be used.
3. The power cord set must have a minimum current capacity of 10A and a nominal voltage rating of 125 or 250 Volts AC, as required by each country's power system.
4. The appliance coupler must meet the mechanical configuration of an EN 60 320.IEC 320 Standard Sheet C13 connector to fit the Switch Box appliance inlet.

Country-Specific Requirements

Country	Accredited Agency
United States	UL*

US/Canada

UL and CSA

* The flexible cord must be Type SJT-2 or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with the NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.



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Model	Processor	Hard Drive	CD/ CD-RW/ DVD	Memory	Secondary Drive
5009SR	Ath 1.1 GHz	60.0 GB	10x/12x/16x DVD	128 PC 100up	CD-RW
5007SR	Dur 900 MHz/200	40.0 GB	40x-tray	128 PC 100up	8x CD-RW
5007CL	Dur 800 MHz	30.0 GB	CD-RW	64 PC 100up	
5008US	Dur 800 MHz	30.0 GB	48x-tray	64 PC 100up	
5008CA	Dur 800 MHz/200	40.0 GB	8x CD-RW	128 PC 100up	
5010US	Dur 900 MHz	40.0 GB	48x-tray	64 PC 100up	CD-RW
5007R	Dur 800 MHz/200	40.0 GB	48x-tray	128 PC 100up	8x CD-RW
5007R	Dur 850 MHz	30.0 GB	48x-tray	64 PC 100up	
5009R	Ath 900 MHz/200	40.0 GB	10x/12x/16x DVD	128 PC 100up	8x CD-RW
5009R	Dur 900 MHz	40.0 GB	48x-tray	64 PC 100up	CD-RW
5011R	Ath 1.1 GHz/200	60.0 GB	10x/12x/16x DVD	128 PC 100up	8x CD-RW
5010CA	Dur 900 MHz	40.0 GB	48x-tray	64 PC 100up	CD-RW
5012CA	Ath 1.0 GHz/200	40.0 GB	12x DVD	128 PC 100up	8x CD-RW
5009CL	Dur 900 MHz	40.0 GB	10x/12x/16x DVD	64 PC 100up	CD-RW

5010CA	Dur 900 MHz/200	40.0 GB	48x-tray	128 PC 100up	8x CD-RW
5012CA	Ath 1.0 GHz	40.0 GB	10x/12x/16x DVD	128 PC 100up	CD-RW
5011CL	Ath 1.2 GHz	60.0 GB	10x/12x/16x DVD	128 PC 100up	CD-RW
5011R	Ath 1.2 GHz	40.0 GB	10x/12x/16x DVD	128 PC 100up	CD-RW
5012US	Ath 1.0 GHz	60.0 GB	48x-tray	128 PC 100up	CD-RW
5014US	Ath 1.2 GHz/200	60.0 GB	16x DVD	256 PC 100up	8x CD-RW
5014US	Ath 1.2 GHz	60.0 GB	10x/12x/16x DVD	128 PC 100up	CD-RW
5014CA	Ath 1.2 GHz	60.0 GB	10x/12x/16x DVD	128 PC 100up	CD-RW
5004UK	Dur 900 MHz/200	20.0 GB	12x DVD	128 PC 100up	
5004FR	Dur 800 MHz/200	20.0 GB	10x/12x/16x DVD	128 PC 100up	
5007EA	Dur 800 MHz/200	40.0 7200 rpm	16x DVD	128 PC 100up	
5008EA	Dur 850 MHz/200	20.0 GB	12x DVD	64 PC 100up	
5011DK	Dur 800 MHz/200	20.0 GB	10x/12x/16x DVD	128 PC 100up	
5011SE	Dur 800 MHz/200	20.0 GB	12x DVD	64 PC 100up	
5012SE	Dur 800 MHz/200	20.0 GB	12x DVD	128 PC 100up	
5014EA	Dur 850 MHz/200	20.0 GB	10x/12x/16x DVD	64 PC 100up	8x CD-RW
5014FR	Dur 850 MHz/200	20.0 GB	10x/12x/16x DVD	128 PC 100up	8x CD-RW
5014UK	Dur 900 MHz/200	40.0 GB	12x DVD	128 PC 100up	8x CD-RW
5016EA	Dur 850 MHz/200	20.0 GB	10x/12x/16x DVD	64 PC 100up	
5016NL	Dur 850 MHz/200	20.0 GB	8x CD-RW	128 PC 100up	8x CD-RW
5006CL	Ath 1.1 GHz	40.0 GB	48x-tray	128 PC 100up	CD-RW
5016SE	Dur 850 MHz/200	20.0 GB	12x DVD	128 PC 100up	
5016SW	Dur 850 MHz/200	20.0 GB	12x DVD	128 PC 100up	8x CD-RW
5016SZ	Dur 850 MHz/200	20.0 GB	10x/12x/16x DVD	128 PC 100up	

5017DK	Dur 850 MHz/200	30.0 GB	10x/12x/16x DVD	128 PC 100up	8x CD-RW
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Model	Processor	Hard Drive	CD/ CD-RW/ DVD	Memory	Secondary Drive
5017EA	Dur 850 MHz/200	30.0 GB	10x/12x/16x DVD	64 PC 100up	8x CD-RW
5020NL	Ath 1.0 GHz/200	30.0 GB	12x DVD	64 PC 100up	8x CD-RW
5020PT	Ath 900 MHz/200	30.0 GB	8x CD-RW	64 PC 100up	
5024FR	Ath 1.2 GHz/200	30.0 GB	12x DVD	128 PC 100up	8x CD-RW
5028BE	Ath 1.0 GHz/200	40.0 GB	12x DVD	128 PC 100up	8x CD-RW
5028EU	Ath 1.1 GHz/200	40.0 GB	12x DVD	128 PC 100up	
5028ES	Ath 1.0 GHz/200	30.0 GB	12x DVD	128 PC 100up	8x CD-RW
5028UK	Ath 1.1 GHz/200	40.0 GB	16x DVD	128 PC 100up	8x CD-RW
5029EA	Ath 1.1 GHz/200	40.0 GB	12x DVD	128 PC 100up	8x CD-RW
5029DK	Ath 1.1 GHz/200	40.0 GB	12x DVD	128 PC 100up	8x CD-RW
5031EA	Ath 1.2 GHz/200	60.0 GB	12x DVD	128 PC 100up	8x CD-RW
5032BE	Ath 1.2 GHz/200	40.0 7200 rpm	16x DVD	256 PC 100up	8x CD-RW
5032SZ	Ath 1.2 GHz/200	40.0 GB	12x DVD	256 PC 100up	
5032UK	Ath 1.2 GHz/200	60.0 GB	16x DVD	256 PC 100up	8x CD-RW

5016SZ	Dur 850 MHz/200	20.0 GB	10x/12x/16x DVD	128 PC 100up	
5017DK	Dur 850 MHz/200	30.0 GB	10x/12x/16x DVD	128 PC 100up	8x CD-RW
5017EA	Dur 850 MHz/200	30.0 GB	10x/12x/16x DVD	64 PC 100up	8x CD-RW
5020NL	Ath 1.0 GHz/200	30.0 GB	12x DVD	64 PC 100up	8x CD-RW
5020PT	Ath 900 MHz/200	30.0 GB	8x CD-RW	64 PC 100up	
5024FR	Ath 1.2 GHz/200	30.0 GB	12x DVD	128 PC 100up	8x CD-RW
5028BE	Ath 1.0 GHz/200	40.0 GB	12x DVD	128 PC 100up	8x CD-RW
5028EU	Ath 1.1 GHz/200	40.0 GB	12x DVD	128 PC 100up	
5028ES	Ath 1.0 GHz/200	30.0 GB	12x DVD	128 PC 100up	8x CD-RW
5028UK	Ath 1.1 GHz/200	40.0 GB	16x DVD	128 PC 100up	8x CD-RW
5029EA	Ath 1.1 GHz/200	40.0 GB	12x DVD	128 PC 100up	8x CD-RW
5029DK	Ath 1.1 GHz/200	40.0 GB	12x DVD	128 PC 100up	8x CD-RW
5031EA	Ath 1.2 GHz/200	60.0 GB	12x DVD	128 PC 100up	8x CD-RW
5032BE	Ath 1.2 GHz/200	40.0 7200 rpm	16x DVD	256 PC 100up	8x CD-RW
5032SZ	Ath 1.2 GHz/200	40.0 GB	12x DVD	256 PC 100up	
5032UK	Ath 1.2 GHz/200	60.0 GB	16x DVD	256 PC 100up	8x CD-RW
5016SW	Dur 850 MHz/200	20.0 GB	12x DVD	128 PC 100up	8x CD-RW



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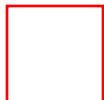
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Preface

This Maintenance and Service Guide is a troubleshooting guide that can be used for reference when servicing the Compaq Presario Series Personal Computers.

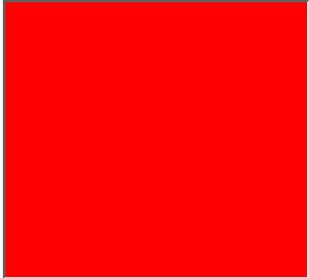
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Symbols

The following words and symbols mark special messages throughout this guide.

 WARNING	Text set off in this manner indicates that failure to follow directions in the warning could result in bodily harm or loss of life.
 CAUTION	Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of data.
IMPORTANT	Text set off in this manner presents clarifying information or specific instructions.
NOTE	Text set off in this manner presents commentary, sidelights, or interesting points of information.

Technician Notes



WARNING: Only authorized technicians trained by Compaq should repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module level repair. Because of the complexity of the individual boards and subassemblies, the user should not attempt to make repairs at the component level or to make modifications to any printed circuit board. Improper repairs can create a safety hazard. Any indications of component replacement or printed circuit board modifications may void any warranty.

Locating Additional Information

The following documentation is available to support this product:

- Compaq Presario documentation set
- Introducing Windows 98 Guide
- Service Training Guides
- Compaq Service Advisories and Bulletins
- Compaq QuickFind
- Compaq Service Quick Reference Guide
- Compaq Help Center

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